UNIVERSITY OF SOUTHERN CALIFORNIA

Assistant Manager, Auxiliary Services

Job Code: 143015

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Grade: G

OT Eligible: No

Comp Approval: 3/11/1994

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**JOB SUMMARY:**

Supervises staff and administers other functions of department as assigned by Department Manager. Assists staff with duties as needed.

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**JOB ACCOUNTABILITIES:**

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Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.

Directly supervises all assigned subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.

Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Manages assigned projects to completion. Obtains estimates and make recommendations. Monitors employee performance on a day-to-day basis. Ensures timely completion of department's work.

Communicates with buyers or vendors to ensure that inventory levels are maintained at a suitable level. Ensures that new stock or supplies are shelved or stored appropriately. Arranges for the return of items that are unsold or overstocked to obtain a refund. Participates in and ensures accuracy of physical inventory.

May open or close department. Ensures that department is neat and orderly. May participate in creating sales displays to attract customers.

Ensures that customer needs are being met by staff in a timely, professional manner. Coordinates with other departments as needed to provide customer service. Resolves difficult customer problems. Informs manager of customer issues, suggestions or requests. Offers suggestions to improve the operations of the department. Directs customers, visitors or guests to appropriate locations or areas.

Performs staff-level work during peak demand hours or understaffed situations as needed. May assist in answering phones and providing information or transferring calls to the appropriate party or department. Operates department computers and/or University information system terminals.

Assists with planning and coordination of special department or University events and supervision of staff during events.

Maintains a thorough understanding of all departmental and University policies and procedures as well as applicable government and industry standards and ensures adherence to them.
Assists the department manager in processing time cards and delivering them to payroll. Compiles, records and reports information as requested, processes incoming/outgoing forms and invoices.

Oversees daily departmental sales figures. Provides additional cash for cash registers and/or removes excess cash from registers to safe. Balances cash to sales figures. Ensures that all cash handling is done in accordance with policies and procedures.

Monitors activities of faculty, staff, students and visitors to prevent theft or other security problems. Reports any unusual activity to security. Observes and reports stolen, forged, or unauthorized usage of permits, passes and USCards.

Keeps accurate car counts and reconciles with reservations. Directs vehicular traffic. Ensures gates and gate alarm systems are functioning correctly. Uses two-way radio to communicate with security.

Oversees storage and usage of materials and equipment. Procurres rentals and arranges for repair and maintenance of equipment.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

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<th>Essential</th>
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| In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
- Associate’s Degree
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 2 Years
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
- Supervisory or lead experience in related field

Preferred Education:
- Related Undergraduate Study

Preferred Experience:
3 Years

**Preferred Field of Expertise:**
USC experience in related field

**Skills: Administrative:**
- Answer telephones
- Assemble and organize numerical data
- Balance figures
- Communicate with others to gather information
- Compute totals
- Coordinate events
- Gather data
- Input data
- Prioritize different projects
- Understand and apply policies and procedures
- Verify calculations

**Skills: Other:**
- Assessment/evaluation
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Lead/Guidance Skills
- Mediation
- Negotiation
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public relations
- Scheduling
- Teaching/Training

**Skills: Machine:**
- Adding Machine
- Calculator
- Cash Register
- Computer Network (Department or School)
- Computer Network (University)
- Personal Computer
- Typewriter

**Supervises: Level:**
- May oversee student, temporary and/or casual workers.
- Supervises employees and student workers
Supervises:  Nature of Work:
   Service/Maintenance
   Skilled trade(s)

SIGNATURES:
Employee: ________________________________  Date: ________________________________
Supervisor: ______________________________  Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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