Manages the functions of a department within a section of an Auxiliary Services division, including staff supervision, budget administration and program management. May perform buyer functions or supervise buyers. Reports to Senior Manager, Auxiliary Services Section.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>TASK Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______</td>
<td>______</td>
<td>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.</td>
</tr>
<tr>
<td>_______</td>
<td>______</td>
<td>Directly or indirectly supervises department employees and/or student workers, usually through one or more supervisors. Performs recruitment, screening, hiring, orientation and training of department staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines or terminates employees. Resolves problems referred by subordinate supervisors or staff. Oversees processing of time cards and delivery to payroll.</td>
</tr>
<tr>
<td>_______</td>
<td>______</td>
<td>Participates in planning and administration of department budget. Provides projections and reports at least monthly for development and administration of budget. Monitors expense and labor costs to meet budget guidelines. Administers the maintenance of accurate records.</td>
</tr>
<tr>
<td>_______</td>
<td>______</td>
<td>Opens and/or closes department. Directs staff in ensuring that department is neat, orderly and sufficiently stocked. Oversees physical inventory and the security of the department. Arranges for repair or maintenance of equipment or facility.</td>
</tr>
<tr>
<td>_______</td>
<td>______</td>
<td>Ensures that customer needs are being met by staff in a timely, professional manner. Coordinates with other departments as needed to provide customers with the highest, most rapid level of service possible. Resolves difficult customer problems. Informs Director of customer issues, suggestions or requests. Researches, develops and implements policies and procedures to improve the operations of the department.</td>
</tr>
<tr>
<td>_______</td>
<td>______</td>
<td>Participates in planning, implementing and administering communications programs within the department as assigned. Schedules and conducts staff meetings as least monthly and individual meetings within department to facilitate attainment of department objectives.</td>
</tr>
<tr>
<td>_______</td>
<td>______</td>
<td>Plans and administers special department or University events and assigns or performs supervision of staff during events. Coordinates with Marketing Department for effective marketing and advertising of department products and promotions.</td>
</tr>
<tr>
<td>_______</td>
<td>______</td>
<td>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.</td>
</tr>
</tbody>
</table>
Participates in strategic planning for department or section. Provides input and assists in developing goals and objectives. Participates in planning and implementing department programs, projects and activities. Administers programs and projects as assigned.

Advises all levels of faculty and/or staff regarding purchase and supply requirements, specifications, quantity and quality of merchandise and delivery needs. Assists in obtaining proper specifications, quotations, delivery terms and costs. Explores and recommends alternatives to save money or improve delivery.

Solicits and analyzes quotations for new or nonstandard items. Recommends or approves awarding of contracts or purchase orders. Places purchase orders based on assigned authorization or signing limit. Researches and resolves problems with vendors and University departments to facilitate the purchasing process.

Ensures purchases comply with internal and external requirements and regulations as well as good purchasing practice. Provides information to faculty and staff on government restrictions and regulations and University policy and procedures related to purchasing.

Maintains automated systems used for menu management or purchasing functions such as inventory control, vendor contract information, cost control and bid analysis. Maintains currency on latest products and trends by reading trade publications, attending seminars and trade shows, and developing and maintaining vendor contacts.

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.

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.

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

**EMERGENCY RESPONSE/RECOVERY:**

**Essential:**

- No
- Yes

**Minimum Education:**

- Bachelor's Degree

- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 3 Years

- Combined education/experience as substitute for minimum experience
Minimum Field of Expertise:
Managerial and purchasing experience in similar type of division.

Preferred Education:
Related Graduate Study

Preferred Experience:
5 Years

Preferred Field of Expertise:
USC experience in similar type of division.

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

Skills: Other:
Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conflict resolution
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial Skills
Mediation
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Scheduling
Staff development

Skills: Machine:
Calculator
Computer Network (Department or School)
Personal Computer

Supervises: Level:
Supervises employees and student workers

Supervises: Nature of Work:
Administrative
Clerical/Secretarial
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.

The University of Southern California is an Equal Opportunity Employer