UNIVERSITY OF SOUTHERN CALIFORNIA
Senior Manager, Auxiliary Services
Job Code: 143023

Grade: J
OT Eligible: No
Comp Approval: 3/11/1994

JOB SUMMARY:
Directs the operations and activities of an Auxiliary Services Section which consists of several departments, including staff supervision, budget development and administration, planning and program management. Reports to Director, Auxiliary Services Division.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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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.

______ Plans, implements and directs programs, projects and activities for Auxiliary Services section. Develops and recommends goals and objectives for section.

______ Directly or indirectly supervises all staff assigned to section, through subordinate managers and supervisors. Monitors staffing needs based on goals and objectives of section. Performs department manager's function in department manager's absence as needed. Determines and/or recommends section salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within section.

______ Oversees recruitment, hiring, orientation, training and supervision of section's staff. Oversees performance evaluation process, ensuring consistent use of all applicable policies and procedures. Counsels, disciplines and/or terminates employees as required.

______ Plans, develops and manages section budget. Approves/disapproves section expenditures.

______ Develops and implements policies, procedures and short and long-term strategic plans to enhance section operations with the approval of the Division Director.

______ Maintains currency with, understands and ensures section compliance with all University and departmental policies and procedures and with all applicable local, state and federal laws and regulations.

______ Develops, implements and administers plans for effective communications programs within section.

______ Serves as information resource for the University community and/or the general public concerning section programs and/or projects.

______ Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents University and/or section as assigned or as appropriate.
**Oversees inspection, maintenance, repair, refurbishment and replacement of all assigned facilities, furnishings, etc. Reviews plans and specifications for construction or refurbishment of new or redesigned facilities. Oversees inventory control, records and reports.**

**Oversees installation, maintenance and continuing development of section's information processing systems and ensures compatibility with USC financial services systems.**

**E** 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:**

Essential:  
- [ ] No  
- [ ] Yes  

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:**
- Bachelor's Degree
- Combined experience/education as substitute for minimum education

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

**Minimum Field of Expertise:**
- Management level experience in a university Auxiliary Services section.

**Preferred Education:**
- Master's Degree

**Preferred Experience:**
- 6 - 12 Months

**Preferred Field of Expertise:**
- USC Auxiliary Services management level experience.

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

Supervises: Level:
Manages through multiple layers of subordinate supervisors

Supervises: Nature of Work:
Administrative
Clerical/Secretarial
Managerial
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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