UNIVERSITY OF SOUTHERN CALIFORNIA
Exec Dir, Auxiliary Services Divisions
Job Code: 143029

Grade: N
OT Eligible: No
Comp Approval: 1/24/2014

JOB SUMMARY:
Directs the operations and activities of at least two Auxiliary Services Divisions, including staff supervision, budget development and administration, planning and program management. Reports to Associate Senior Vice President of Auxiliary Services. (Usage of this job description is limited to only the following divisions in Auxiliary Services: Bookstore, Hospitality Services, Housing, Transportation, Human Resources, Corporate Sponsorships, Radisson Hotel, and Los Angeles Coliseum and Sports Arena.)

JOB ACCOUNTABILITIES:

**E/M/NA % TIME**

Plans, implements and directs programs, projects and activities for at least two Auxiliary Services divisions. Develops and recommends goals and objectives for divisions.

Directly or indirectly supervises all staff assigned to divisions, usually through subordinate managers and assistant managers. Determines staffing needs based on goals and objectives of divisions. Determines and/or recommends divisions’ salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within divisions.

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


Develops and implements policies, procedures, short- and long-term strategic plans to enhance operations for division.

Maintains currency with, understands and ensures divisions' compliance with all university and departmental policies and procedures and with all applicable local, state and federal laws and regulations.

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.

Develops, implements and administers plans for effective communications programs' within divisions.

Serves as information resource for the university community and/or the general public concerning divisions’ programs and/or projects.

Oversees inspection, maintenance, repair, refurbishment and replacement of all assigned facilities, furnishings, equipment, 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 divisions’ information processing systems and ensures compatibility with university financial services systems.

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 divisions as assigned or as appropriate.

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.

*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>
<th>No</th>
<th>Yes</th>
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<td>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.</td>
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**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:**

General industry or university management level experience in auxiliary services areas such as as housing, bookstore, dining, and transportation services.

**Preferred Education:**

Master's degree

**Preferred Experience:**

10 years

**Preferred Field of Expertise:**

USC Auxiliary Services management level experience.

**Skills:** Other:
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

Skills: Machine/Equipment:
  Calculator
  Computer network (department or school)
  Computer network (university)
  Computer peripheral equipment
  Fax
  Personal computer
  Photocopier

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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