UNIVERSITY OF SOUTHERN CALIFORNIA

Building Services Manager

Job Code: 143040

OT Eligible: No

Comp Approval: 6/29/2016

JOB SUMMARY:

Provides customer service to students, faculty, staff and external customers. Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Schedules, assigns, prioritizes workloads for and manages assigned projects to completion. Manages onsite facility. Conducts daily building inspections. Resolves difficult customer problems. Identifies training needs and provides staff training.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

--- --- 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.

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

--- --- Schedules, assigns, prioritizes workloads for and manages assigned projects to completion. Obtains estimates and makes recommendations. Monitors project progress on a day-to-day basis. Ensures timely completion of department's work.

--- --- Manages onsite facility. Regularly opens and/or closes department. Ensures that department is neat, orderly and sufficiently stocked.

--- --- Conducts daily building inspections. Identifies and resolves immediate operations issues in the building. Coordinates building maintenance and repairs with Housing Maintenance that affect normal building operation.

--- --- 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.

--- --- Identifies training needs and provides staff training for cleaning, proper chemical use and safety.

--- --- 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.

--- --- Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on University responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.

--- --- 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:**

Associate’s degree

Combined experience/education as substitute for minimum education

**Minimum Experience:**

1 year

**Minimum Field of Expertise:**

Experience in facilities management.

**Preferred Education:**

Bachelor’s degree

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Communication -- written and oral skills
- Conceptualization and design
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Negotiation
- Organization
- Planning
- Problem identification and resolution
- Project management
- Scheduling
- Supervisory skills

**Supervises:** Level:
Supervises employees and/or student workers.

**Comments:**

Remains on call for after-hours emergency situations.

**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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