Support Services Supervisor II
Job Code: 151019

Grade: J
OT Eligible: No
Comp Approval: 9/27/2001

JOB SUMMARY:
Supervises the staff and daily operations of an income-producing support services unit such as the copy center or instructional media services center.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

_____ _____ Supervises staff. Initiates personnel requisitions. Screens and interviews applicants and makes hiring decisions. Trains staff and counsels or disciplines as needed. Provides performance feedback and prepares documented appraisals.

_____ _____ Documents internal operating procedures and policies and updates as required. Ensures staff have access to current operating manuals and guidelines.

_____ _____ Assesses workload and plans or schedules staff accordingly. Determines staffing needs for peak volumes and/or special projects and arranges for temporary workers. Authorizes overtime as appropriate. Ensures staff are adequately trained and cross-trained to promote continuity of operations during vacations and extended absences.

_____ _____ Plans and administers income and expense budgets. Develops projections. Tracks actual income and expenses and adjusts operating plans to address variances.

_____ _____ Determines costs of products and services and prices accordingly. Plans and develops new products or services to generate additional income.

_____ _____ Determines and/or recommends unit salary administration including raises, promotions and/or reclassifications.

_____ _____ Monitors workflow for efficiency and timeliness and makes adjustments as needed to meet deadlines and commitments. Structures staff and organizes work in a logical fashion to ensure efficient operations.

_____ _____ Reviews work for accuracy and adherence to internal operating policies and procedures. Addresses errors and provides feedback.

_____ _____ Provides technical assistance to staff for training purposes and for problem-solving. Provides background and interpretation of departmental policies, procedures and guidelines. Makes decisions on issues which are unclear and is accountable for these decisions.

_____ _____ Contributes to the development of internal systems which support the work of the unit. Defines needs and coordinates the development of manual and/or automated systems to facilitate workflow. Remains current on hardware and software capabilities and ensures staff are trained in use of automated equipment.
Controls the usage and maintenance of data, often confidential in nature. Ensures records are kept up-to-date and maintained in accordance with applicable regulations. Develops systems and procedures for records storage and access. Ensures the security of confidential information.

Maintains specialized equipment and trains staff in its usage. Makes minor repairs and/or coordinates with vendors for service or enhancements. Researches and prepares recommendations for acquisition of specialized equipment.

Maintains unit statistics on productivity and generates reports for review by manager. Prepares standing and/or ad hoc reports for management. Gathers data, determines report format and generates information.

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 REASONSE/RECOVERY:**

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<th>Essential</th>
<th>No</th>
<th>Yes</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

**Minimum Field of Expertise:**

Directly related experience supervising a support services operation to include responsibility for income generation

**Preferred Education:**

- Bachelor's Degree

**Preferred Experience:**

- 3 Years

**Skills:**

- Other:
  - Analysis
  - Assessment/evaluation
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Budget control
Budget development
Communication -- written and oral skills
Interpretation of policies/analyses/trends/etc.
Knowledge of applicable laws/policies/principles/etc.
Marketing
Organization
Planning
Problem identification and resolution
Research
Scheduling
Staff development
Statistical analysis
Supervisory Skills
Teaching/Training

Supervises: Level:
Supervises employees and student workers

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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