UNIVERSITY OF SOUTHERN CALIFORNIA

Zone Supervisor

Job Code: 179435

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Grade: J
OT Eligible: No
Comp Approval: 11/14/2006

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**JOB SUMMARY:**
Supervises daily operations, and activities of the Zone Maintenance unit. Plans, schedules, supervises and coordinates zone maintenance trade projects and activities. Trains zone maintenance staff on Pay for Skills. Admisters department budget. Provides leadership and guidance to ensure that high standards of quality, service and customer satisfaction are maintained.

**JOB ACCOUNTABILITIES:**

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<td>Supervises zone maintenance staff. Screens and interviews applicants and makes hiring decisions. Trains staff and counsels or disciplines as needed. Provides performance feedback and prepares documented appraisals. Determines and/or recommends unit salary administration including raises, promotions and/or reclassifications.</td>
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<td>Conducts building and facility inspections. Identifies safety hazards and maintenance needs. Determines course of action (e.g., repairs, and/or replacement of materials, equipment, etc.). Assesses zone maintenance 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.</td>
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<td>Trains and supports staff and team leader(s). Integrates the Pay for Skills program, provides forms and supplies, schedules training, and gives/receives feedback for staff training and development. Verifies completion of Pay for Skills training requirements.</td>
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<td>Monitors workflow for efficiency and timeliness, sets priorities for projects and activities. Makes adjustments as needed to meet deadlines and commitments. Schedules staff and organizes work in a logical manner to meet work related deadlines and to ensure efficient operations.</td>
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<td>Reviews work for quality, completion, accuracy and adherence to internal operating policies and procedures. Addresses errors and problems and provides feedback. Ensures quality workmanship, cost effectiveness, and timely service delivery.</td>
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<td>Provides technical assistance to staff for training purposes and for problem-solving. Provides background and implements, interprets departmental policies, procedures and guidelines.</td>
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<td>Determines costs of equipment, materials and supplies and prices accordingly. Orders materials, supplies, and equipment. Liaises with vendors on issues related to products, services and delivery.</td>
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Contributes to the development of policies, procedures and internal systems which support the work of the unit. Defines needs and coordinates the development of manual and/or automated systems to facilitate workflow.

Ensures records are kept up-to-date and maintained in accordance with applicable regulations.

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

Develops and/or produces various operating reports (e.g., project status, work backlogs, etc.) as required.

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:

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:

High School or equivalent
Specialized/Technical Training

Minimum Experience:

5 Years

Minimum Field of Expertise:

Thorough knowledge and understanding of all aspects of zone maintenance duties and multiple trades with progressive leadership/management/supervision experience. Demonstrated ability to lead and motivate a diverse workforce.

Preferred Education:

Associate's Degree

Preferred Experience:

7 Years

Skills: Other:

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

Skills: Machine:

Calculator
Computer Network (Department or School)
Computer Network (University)
Computer Peripheral Equipment
Fax
Personal Computer
Photocopiery

Skills: Trade/Auxiliary:

Estimate materials costs
Estimate materials required for specific job components
Identify technical and equipment problems related to trade
Initiate work orders
Maintain records, logs, etc.
Prepare reports and/or maintenance records
Purchase materials and services
Read, interpret, and comprehend design drawings, blueprints, plans, specifications, and/or sketches

Supervises: Level:

Supervises employees and student workers
Trains employees on specific skills and tasks as required.

Supervises: Nature of Work:

Service/Maintenance

SIGNATURES:
The University of Southern California is an Equal Opportunity Employer