



**USC** University of  
Southern California

## Director, Support Services

### Job Description

#### JOB INFORMATION

Job Code:	191117
Job Title:	Director, Support Services
FLSA Status:	Exempt
Supervisory:	Trains new employees and allocates and monitors work of others.
Job Family:	Dental Laboratory
Job Family Group:	Dentistry
Management Level:	5 Manager

#### JOB SUMMARY

Supervises multiple support services functions to include dispensaries, clinic and administrative supplies, and the printshop.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	

##### Additional Education

*Check here if experience may substitute for some of the above education.*

Combined experience/education as substitute for minimum education

##### Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	4 years	in an administrative role with supervisory training

##### Additional Work Experience

*Check here if education may substitute for some of the above work experience.*

Combined experience/education as substitute for minimum work experience

##### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of purchasing procedures and inventory management.
X		Service-oriented with the ability to interact with faculty, students and staff.
X		Organized and detailed-oriented.

##### Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages the support services staff and activities required to operate multiple wet labs, seminar rooms and dispensaries.				
Supervises the monitoring of inventory, bidding, ordering, purchasing and delivery of all clinic and administrative supplies. Negotiates prices with vendors. Maintains proper inventory levels at all times. Oversees receipt, storage and delivery of supplies to clinical areas.				
Controls and/or maintains all clinical and preclinical supplies, equipment, cabinets, locks, and lockers. Maintains equipment. Assigns and secures student lockers and key. Develops and enforces policies relating to student lockers, clinical and preclinical equipment abuse, control distribution, and misuse and waste of supplies.				
Plans and allocates materials in weekly allotments based on input received from chairmen and course directors.				
Plans and executes requests from the State Board of Dental Examiners for Board examinations conducted at the School of Dentistry. Prepares facilities including clinical and laboratory areas. Provides equipment, supplies and dispensary staff coverage. Selects and supervises proctors for Board examinations. Assists in setup, enforcement and maintenance of security procedures for Board examinations. Serves as primary trouble shooter for Board examinations.				
Develops and updates procedure manuals for staff in support services units.				
Advises management regarding the selection of equipment and materials for the dispensary system.				
Maintains efficient telephone service for the school. Ensures that repairs and installations are performed timely. Evaluates requests for new equipment and modifications of existing equipment. Maintains records of existing service.				
Assures proper maintenance of office equipment. Procures bids for maintenance contracts. Follows through on maintenance requests. Determines equipment needs and follows through to acquisition. Maintains equipment inventory.				
Supervises the staff and daily operations of the printshop and mailing services. Monitors operations for quality, efficiency and cost effectiveness. Recommends and implements procedural changes as appropriate.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.