



## JOB INFORMATION

Job Code:	179549
Job Title:	General Services Supervisor
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Building/Groundskeeping
Job Family Group:	Facilities Management and Construction
Management Level:	6 Supervisor

## JOB SUMMARY

Supervises staff, daily operations and activities of the General Services unit. Has responsibilities for campus moves, delivery of rental items or other equipment or materials, campus materials pick-ups and drop-offs, event set-up and break-down, and disposal of bulk items. Maintains department budget. Assesses client needs and develops estimates. Schedules services and ensures timely and accurate completion of projects. Trains staff, as required.

## 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.**

X Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	of experience in general services with progressive leadership/management/supervisory experience.
	X	5 years	

### 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		Demonstrated knowledge of city and state building codes, OSHA rules and regulations, university standards and other requirements for work place safety.
X		Demonstrated ability to supervise and motivate a diverse workforce.
X		Ability to provide project management and to resolve general service-related problems.

## Licenses

Req	Pref	License(s)
X		Valid California State Driver's License.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supervises staff responsible for campus moves, delivery of rental items or other equipment or materials, campus materials pick-ups and drop-offs, event set-up and break-down, and disposal of bulk items. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Resolves conflicts. Monitors employee performance on a regular basis. Ensures timely completion of unit's work.				
Supervises unit employees. Recruits, screens, hires orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.				
Maintains, administers and monitors budget. Resolves discrepancies. Verifies accuracy of billing for services provided. Purchases services and equipment.				
Assesses client needs and creates bids and estimates for services. Prepares and determines costs of services and materials for customers.				
Liaises with other departments for multi-trade tasks (e.g., demolition, construction).				
Oversees projects to ensure timeliness and accuracy of project deliverables. Determines staffing needs for projects and arranges for temporary workers. Handles customer inquiries and resolves problems.				
Schedules delivery of services. Coordinates the arrival and placement of new equipment (e.g., furnishings, publications, boiler salt).				
Conducts department meetings. Implements all standard operating procedures and policies within the department.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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>
Campus Security Authority (CSA)			Essential:
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>			No

## 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.