



USC University of
Southern California

Operations Manager Job Description

JOB INFORMATION

Job Code:	111033
Job Title:	Operations Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Administrator
Job Family Group:	Administration
Management Level:	5 Manager

JOB SUMMARY

Ensures that the department or program has effective administrative policies and procedures. Establishes short-term and long-range directional goals for department operations. Supervises at least four full-time staff or the equivalent – OR – serves as the primary administrative manager for a large school or division. Recruits, screens, hires, trains and directly supervises all assigned staff, usually through subordinate managers and supervisors. Fosters a continuous improvement and customer-oriented approach to supporting University communities. Reviews, prioritizes, analyzes and responds to correspondence and incoming calls directed to director/chair. Develops relationships with and acts as liaison between campus senior management, supervisors/managers, employees, customers, designated vendors, government agencies and trade or industry organizations. Develops and manages budgets. Participates in contract and grant proposal development when necessary. Plans and coordinates special events such as fund- raisers, conferences, lectures and/or seminars.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	

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		5 years	

Additional Work Experience

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

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in supervising administrative operations of multi-faceted department, preferably within a university setting.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Ensures that the department or program has effective administrative policies and procedures. Establishes short-term and long-range directional goals for department operations. Researches and identifies needs and establishes program directions accordingly. Recommends changes in operational procedures, as necessary. Implements and ensures continuous quality improvement initiatives.				
Supervises at least four full-time staff or the equivalent - OR - serves as the primary administrative manager for a large school or division. Recruits, screens, hires, trains and directly supervises all assigned staff, usually through subordinate managers and supervisors. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.				
Fosters a continuous improvement and customer-oriented approach to supporting University communities, recognizing the importance of faculty, students, and administrators. Develops short and long-term plans for improving customer service.				
Reviews, prioritizes, analyzes and responds to correspondence and incoming calls directed to director/chair. Serves as principal point of contact between director/chair and subordinate staff. Manages special projects for the director/chair. Acts as liaison between director/chair and sensitive, confidential or high-profile contacts outside of the department.				
Develops relationships with and acts as liaison between campus senior management, supervisors/managers, employees, customers, designated vendors, government agencies and trade or industry organizations. Serves as central information resource and advises on departmental and University policies and procedures. Researches information, as requested, and relays official interpretations. Maintains currency on revisions to department, school, and/or University policies and procedures. Serves as senior expert and consultant to senior management officials. Assists senior management in overseeing adherence to University policies and procedures and training others in administration of such policies and procedures.				
Develops and manages budgets. Authorizes expenditures, monitors account reconciliation and status to ensure compliance with fiscal guidelines and regulations. Prepares financial reports as required. Analyzes data for trends or conclusions and presents results and recommendations to director/chair. Directs ongoing purchasing activities.				
Participates in contract and grant proposal development when necessary. Researches and identifies funding sources. Communicates agency requirements and deadlines and develops internal schedules for tracking proposal development and response. Ensures compliance with agency requirements. Coordinates production of materials and reviews final product for quality. Interacts with University contract and grant administrators and agency representatives to provide information, resolve questions or problems and coordinates on-site visits.				
Administers use of facilities, equipment and space, as well as maintenance and repair of existing facilities and equipment. Oversees and schedules maintenance of office IT and telephony systems.				
Plans and coordinates special events such as fund-raisers, conferences, lectures and/or seminars. Develops promotional materials. Negotiates with vendors for sites, facilities, guest accommodations and meals, and other goods and services.				

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: https://policy.usc.edu/mandated-reporters/
<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: https://dps.usc.edu/alerts/clery/			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.