



Senior Manager - Auxiliary Services

Job Description

JOB INFORMATION

Job Code:	143023
Job Title:	Senior Manager - Auxiliary Services
FLSA Status:	Exempt
Supervisory:	Manages through multiple layers of subordinate supervisors.
Job Family:	Auxiliary Services
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

JOB SUMMARY

Directs the operations and activities of an Auxiliary Services Section which consists of several departments, including staff supervision, budget development and administration, planning and program management. Reports to Director, Auxiliary Services Division.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

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		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		Management level experience in a university Auxiliary Services section.
	X	USC Auxiliary Services management level experience.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.				
Plans, implements and directs programs, projects and activities for Auxiliary Services section. Develops and recommends goals and objectives for section.				
Directly or indirectly supervises all staff assigned to section, through subordinate managers and supervisors. Monitors staffing needs based on goals and objectives of section. Performs department manager's function in department manager's absence as needed. Determines and/or recommends section salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within section.				
Oversees recruitment, hiring, orientation, training and supervision of section's staff. Oversees performance evaluation process, ensuring consistent use of all applicable policies and procedures. Counsels, disciplines and/or terminates employees as required.				
Plans, develops and manages section budget. Approves/disapproves section expenditures.				
Develops and implements policies, procedures and short and long-term strategic plans to enhance section operations with the approval of the Division Director.				
Maintains currency with, understands and ensures section compliance with all university and departmental policies and procedures and with all applicable local, state and federal laws and regulations.				
Develops, implements and administers plans for effective communications programs within section.				
Serves as information resource for the university community and/or the general public concerning section programs and/or projects.				
Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents university and/or section as assigned or as appropriate.				
Oversees inspection, maintenance, repair, refurbishment and replacement of all assigned facilities, furnishings, etc. Reviews plans and specifications for construction or refurbishment of new or redesigned facilities. Oversees inventory control, records and reports.				
Oversees installation, maintenance and continuing development of section's information processing systems and ensures compatibility with USC financial services systems.				

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/	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.