



JOB INFORMATION

Job Code:	151015
Job Title:	Support Services Supervisor I
FLSA Status:	Exempt
Supervisory:	
Job Family:	Support Services
Job Family Group:	Administrative Support
Management Level:	6 Supervisor

JOB SUMMARY

Supervises the staff and daily operations of a support services unit such as a file room, word processing center, records and information services center, or telephone operations unit.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Associate's degree	
	X	Bachelor'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		2 years	
	X	3 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		Senior or lead experience in similar support services.
	X	Supervisory and technical experience in similar support services.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Supervises staff. Initiates personnel requisitions. Screens and interviews applicants and makes hiring decisions. Trains staff and counsels or disciplines as needed. Provides performance feedback and prepares documented appraisals.				
Documents internal operating procedures and policies and updates as required. Ensures staff have access to current operating manuals and guidelines.				
Assesses 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.				
Monitors workflow for efficiency and timeliness and makes adjustments as needed to meet deadlines and commitments. Structures staff and organizes work in a logical fashion to ensure efficient operations.				
Reviews work for accuracy and adherence to internal operating policies and procedures. Addresses errors and provides feedback.				
Provides technical assistance to staff for training purposes and for problem-solving. Provides background and interpretation of departmental policies, procedures and guidelines. Makes decisions on issues which are unclear and is accountable for these decisions.				
Contributes to the development of internal systems which support the work of the unit. Defines needs and coordinates the development of manual and/or automated systems to facilitate workflow. Remains current on hardware and software capabilities and ensures staff are trained in use of automated equipment.				
Controls the usage and maintenance of data, often confidential in nature. Ensures records are kept up-to-date and maintained in accordance with applicable regulations. Develops systems and procedures for records storage and access. Ensures the security of confidential information.				
Maintains specialized equipment and trains staff in its usage. Makes minor repairs and/or coordinates with vendors for service or enhancements. Researches and prepares recommendations for acquisition of specialized equipment.				
Maintains unit statistics on productivity and generates reports for review by manager. Prepares standing and/or ad hoc reports for management. Gathers data, determines report format and generates information.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. 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.				
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.				

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.