



Assistant Manager-Aux/Admin Services Job Description

JOB INFORMATION

Job Code:	143015
Job Title:	Assistant Manager-Aux/Admin Services
FLSA Status:	Exempt
Supervisory:	May oversee student, temporary and/or casual workers.
Job Family:	Auxiliary Services
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

JOB SUMMARY

Supervises staff and administers other functions of department as assigned by Department Manager. Assists staff with duties as needed.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Associate's degree	
	X	Related undergraduate study	

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		Supervisory or lead experience in related field
	X	USC experience in related field

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.				
Recruits, screens, hires, trains and directly supervises subordinate staff, student workers, volunteers, and interns. Schedules and assigns work. Assesses performance and provides feedback, counseling or discipline, as needed. Terminates employees as necessary.				
Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Manages assigned projects to completion. Obtains estimates and make recommendations. Monitors employee performance on a day-to-day basis. Ensures timely completion of department's work.				
Communicates with buyers or vendors to ensure that inventory levels are maintained at a suitable level. Ensures that new stock or supplies are shelved or stored appropriately. Arranges for the return of items that are unsold or overstocked to obtain a refund. Participates in and ensures accuracy of physical inventory.				
May open or close department. Ensures that department is neat and orderly. May participate in creating sales displays to attract customers.				
Ensures that customer needs are being met by staff in a timely, professional manner. Coordinates with other departments as needed to provide customer service. Resolves difficult customer problems. Informs manager of customer issues, suggestions or requests. Offers suggestions to improve the operations of the department. Directs customers, visitors or guests to appropriate locations or areas.				
Performs staff-level work during peak demand hours or understaffed situations as needed. May assist in answering phones and providing information or transferring calls to the appropriate party or department. Operates department computers and/or university information system terminals.				
Assists with planning and coordination of special department or university events and supervision of staff during events.				
Maintains a thorough understanding of all departmental and university policies and procedures as well as applicable government and industry standards and ensures adherence to them.				
Assists the department manager in processing time cards and delivering them to payroll. Compiles, records and reports information as requested, processes incoming/outgoing forms and invoices.				
Oversees daily departmental sales figures. Provides additional cash for cash registers and/or removes excess cash from registers to safe. Balances cash to sales figures. Ensures that all cash handling is done in accordance with policies and procedures.				
Monitors activities of faculty, staff, students and visitors to prevent theft or other security problems. Reports any unusual activity to security. Observes and reports stolen, forged, or unauthorized usage of permits, passes and USCards.				
Keeps accurate car counts and reconciles with reservations. Directs vehicular traffic. Ensures gates and gate alarm systems are functioning correctly. Uses two-way radio to communicate with security.				
Oversees storage and usage of materials and equipment. Procures rentals and arranges for repair and maintenance of equipment.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.