



JOB INFORMATION

Job Code:	143019
Job Title:	Manager - Auxiliary Services
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Auxiliary Services
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

JOB SUMMARY

Manages the functions of a department within a section of an Auxiliary Services division, including staff supervision, budget administration and program management. May perform buyer functions or supervise buyers. Reports to Senior Manager, Auxiliary Services Section.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Related graduate 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		3 years	
	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		Managerial and purchasing experience in similar type of division.
	X	USC experience in a similar type of division.

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.				
Directly or indirectly supervises department employees and/or student workers, usually through one or more supervisors. Performs recruitment, screening, hiring, orientation and training of department staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines or terminates employees. Resolves problems referred by subordinate supervisors or staff. Oversees processing of time cards and delivery to payroll.				
Participates in planning and administration of department budget. Provides projections and reports at least monthly for development and administration of budget. Monitors expense and labor costs to meet budget guidelines. Administers the maintenance of accurate records.				
Opens and/or closes department. Directs staff in ensuring that department is neat, orderly and sufficiently stocked. Oversees physical inventory and the security of the department. Arranges for repair or maintenance of equipment or facility.				
Ensures that customer needs are being met by staff in a timely, professional manner. Coordinates with other departments as needed to provide customers with the highest, most rapid level of service possible. Resolves difficult customer problems. Informs Director of customer issues, suggestions or requests. Researches, develops and implements policies and procedures to improve the operations of the department.				
Participates in planning, implementing and administering communications programs within the department as assigned. Schedules and conducts staff meetings at least monthly and individual meetings within department to facilitate attainment of department objectives.				
Plans and administers special department or University events and assigns or performs supervision of staff during events. Coordinates with Marketing Department for effective marketing and advertising of department products and promotions.				
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.				
Participates in strategic planning for department or section. Provides input and assists in developing goals and objectives. Participates in planning and implementing department programs, projects and activities. Administers programs and projects as assigned.				
Advises all levels of faculty and/or staff regarding purchase and supply requirements, specifications, quantity and quality of merchandise and delivery needs. Assists in obtaining proper specifications, quotations, delivery terms and costs. Explores and recommends alternatives to save money or improve delivery.				
Solicits and analyzes quotations for new or nonstandard items. Recommends or approves awarding of contracts or purchase orders. Places purchase orders based on assigned authorization or signing limit. Researches and resolves problems with vendors and University departments to facilitate the purchasing process.				
Ensures purchases comply with internal and external requirements and regulations as well as good purchasing practice. Provides information to faculty and staff on government restrictions and regulations and University policy and procedures related to purchasing.				
Maintains automated systems used for menu management or purchasing functions such as inventory control, vendor contract information, cost control and bid analysis. Maintains currency on latest products and trends by reading trade publications, attending seminars and trade shows, and developing and maintaining vendor contacts.				

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.