

UNIVERSITY OF SOUTHERN CALIFORNIA

General Services Supervisor

Job Code: 179549

Grade: J
OT Eligible: No
Comp Approval: 6/2/2008

JOB SUMMARY:

Supervises staff, daily operations and activities of the General Services unit. Has responsibilities for campus moves, delivery of rental items or other equipment or materials, campus materials pick-ups and drop-offs, event set-up and break-down, and disposal of bulk items. Maintains department budget. Assesses client needs and develops estimates. Schedules services and ensures timely and accurate completion of projects. Trains staff, as required.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|--|
| _____ | _____ | Supervises staff responsible for campus moves, delivery of rental items or other equipment or materials, campus materials pick-ups and drop-offs, event set-up and break-down, and disposal of bulk items. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Resolves conflicts. Monitors employee performance on a regular basis. Ensures timely completion of unit's work. |
| _____ | _____ | Supervises unit employees. Recruits, screens, hires orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required. |
| _____ | _____ | Maintains, administers and monitors budget. Resolves discrepancies. Verifies accuracy of billing for services provided. Purchases services and equipment. |
| _____ | _____ | Assesses client needs and creates bids and estimates for services. Prepares and determines costs of services and materials for customers. |
| _____ | _____ | Liaises with other departments for multi-trade tasks (e.g., demolition and construction). |
| _____ | _____ | Oversees projects to ensure timeliness and accuracy of project deliverables. Determines staffing needs for projects and arranges for temporary workers. Handles customer inquiries and resolves problems. |
| _____ | _____ | Schedules delivery of services. Coordinates the arrival and placement of new equipment, furnishings, publications, boiler salt, etc. |
| _____ | _____ | Conducts department meetings. Implements all standard operating procedures and policies within the department. |
- Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

- Yes 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.

JOB QUALIFICATIONS:

Minimum Education:

High School or equivalent
Combined work experience and education as equivalent.

Minimum Experience:

3 Years

Minimum Field of Expertise:

Three years of experience in general services with progressive leadership/management/supervisory experience. Demonstrated knowledge of city and state building codes, OSHA rules and regulations, university standards and other requirements for work place safety. Demonstrated ability to supervise and motivate a diverse workforce. Ability to provide project management and to resolve general service-related problems.

Preferred Experience:

5 Years

Skills: Other:

- Analysis
- Assessment/evaluation
- Budget control
- Conflict resolution
- Consulting
- Counseling
- Customer Service
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Negotiation
- Organization
- Planning
- Problem identification and resolution
- Project management
- Scheduling
- Staff development
- Supervisory Skills
- Teaching/Training

Skills: Machine:

- Calculator
- Computer Network (Department or School)
- Computer Network (University)

- Computer Peripheral Equipment
- Fax
- Handheld power tools and non power tools
- Personal Computer
- Photocopier
- Shop/construction machinery

Skills: Trade/Auxiliary:

- Basic machinery maintenance
- Communicate with others to gather information
- Estimate materials costs
- Initiate work orders
- Inspect and evaluate the quality of products
- Knowledge of city and state building codes
- Maintain records, logs, etc.
- Operate forklifts and other heavy moving equipment.
- Prepare reports and/or maintenance records
- Purchase materials and services
- Read and interpret maps, charts, plans, etc.
- Read, write, and follow verbal instructions
- Understand and apply policies and procedures
- Use and/or operate various stationary machinery, hand held power tools, and/or non power tools
- Use basic mathematics to solve problems

Supervises: Level:

Supervises employees and student workers

Supervises: Nature of Work:

Service/Maintenance

Comments:

Valid California State Driver's License required. Demonstrated ability to speak English.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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