Job Classification Specification

Campus Operations & Protect Professional 2

Position Summary

Requires knowledge and experience in own discipline; still acquiring higher level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives some guidance and direction.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Assists in administering campus bookstore or food service operations to include customer service, advertising, employee training, stock maintenance and quality control, and financial responsibilities.

Assists in administering campus programs to ensure that grounds and parking facilities are available in a clean, safe, and orderly condition.

Operates, maintains, and troubleshoots technical issues with specialized HVAC (heating, ventilation, and air conditioning), or physical access/security systems.

Ensures good customer relations are maintained, and customer claims and complaints are resolved fairly and effectively, and in accordance with the consumer laws.

Coordinates the collection of monies and report sheets from parking facilities. Works in connection with the departmental accounting staff to investigate cash control procedural problems and errors.
Campus Operations & Protection Professional 2 (cont’d)

Operational Role

Puts into effect what is required by defined job duties and clear objectives following established procedures and protocols; can alter the order in which work is performed but usually not the expected end result which can be improved, but not qualitatively changed.

Scope of Measurable Impact

Actions tend to facilitate work outcomes that meet general reporting requirements, internal checks and balances, regulatory guidelines, or similar results that promote the welfare of students, faculty and staff and safeguard the institution by providing necessary inputs to others in the form of information or finished materials.

Independence and Decision-Making

Job holders are guided by general procedures and professional norms, with periodic checks on accuracy, quality and timeliness of outcomes.

Complexity and Problem Solving

Finds solutions to routine technical or operational problems; once problem is identified, solutions generally can be resolved using conventional or standard procedures.

Required Qualifications

BA/BS with at least 2 years of experience or a combination of related education and work experience to equal five years; position involves comparing, verifying and reconciling data to help department achieve overall objectives.

Effective 2/24/14