Job Classification Specification

Campus Operations & Protection Manager 1

Position Summary

Responsible for handling a variety of assigned projects within Campus Operations. Applies subject matter knowledge. Provides leadership to staff. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager.

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.)

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

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

Operate, maintain, and troubleshoot technical issues with specialized HVAC (heating, ventilation, and air conditioning), or physical access/security systems.

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

Develops assignments, timetables and responsibilities for team members for the duration of project.

Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors.

Studies and takes note of slow-selling and popular dishes as menu planning aids. Investigates and reports on new methods and offerings to retain patron interest and satisfaction. Anticipates and adapts daily operations to meet necessary food volume with minimum waste and leftovers.
Campus Operations & Protection Manager 1 (cont’d)

Operational Role

Modifies practices and procedures to improve efficiency and quality; searches for better ways to effectively achieve end results by, for example, scheduling work steps, arranging/re-arranging the way work is generally performed, and adding or deleting elements of processes as necessary.

Scope of Measurable Impact

Actions tend to affect a department or critical project outcomes; performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, and resource allocation/effectiveness.

Independence and Decision-Making

Typically works under general supervision but has the discretion to make daily operational decisions; given understanding of best practices and the way similar units run elsewhere, is able to convincingly recommend capital and process improvements to the area.

Complexity and Problem Solving

Problems cannot be identified and resolved in simple cause-effect terms; rather, problems require integrative solutions such as how technologies, processes, resources, and people all fit together in order to sustain productivity -- understands the smallest details of a circumscribed area.

Required Qualifications

Requires BA/BS with at least 6 years of experience; may supervise a small homogeneous department or larger process-oriented area whose members perform like activities.

Supervision

Has the authority to hire, transfer, promote, discharge, suspend, assign work, reward, discipline, and direct the work of both full-time and part-time University employees.

Effective 2/24/14