AUBURN
Human Resources

Supv, Service Support

Job Description

JOB INFORMATION

Job Code	NB82
Job Description Title	Supv, Service Support
Pay Grade	FM13
Range Minimum	$47,270
33rd %	$56,730
Range Midpoint	$61,460
67th %	$66,180
Range Maximum	$75,640
Exemption Status	Non-Exempt
Approved Date:	9/26/2024 5:00:53 PM

JOB FAMILY AND FUNCTION

Job Family:	Facilities, Maintenance, & Operations
Job Function:	Facilities Services

JOB SUMMARY

Assists in overseeing, assigning, and training employees in all aspects of campus support, event support, and pressure-washing activities.

RESPONSIBILITIES

- Supervises day-to-day activities related to campus moving services. Assesses, prioritizes, coordinates, and monitors teamwork assignments. Coordinates activities and participates in materials handling to include (but not limited to) surplus property, and project or emergency cleaning.
- Supervises transport of materials and assists with set up and break-down of special events.
- Assists in cost assessment for services such as moving, special event set up, cleaning, materials, and equipment.
- Communicates with all levels of leadership pertinent information on daily Service Support operations. Coordinates and communicates with contractors for moving support and event setup when needed.
- Supervises a holistic pressure washing program for all hardscapes on campus, including coordination with outside vendors as needed.
- Monitors facilities for life safety concerns (i.e. missing pavers, broken handrails, trip hazards, etc.) and reports to appropriate University personnel.
- Responsible for building a culture of respect and a positive work environment within Service Support.
- Assigns and maintains all SS work orders to include notes, labor hours, updating phases, and entering external charges when needed.
- May work outside of normal operating hours and days to manage special events including all graduation ceremonies, emergencies, and inclement weather.
- Acts as Manager with managerial authority in the absence of the Service Support Manager.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED	High School Diploma or equivalent	and	4 years of	Experience in moving, logistics, pressure washing, or related field.	Or

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of facilities maintenance procedures and techniques.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State	Any State	Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting			X			
Lifting	X					
Climbing				X		
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking				X		
Hearing				X		
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold				X	
Extreme heat				X	
Humidity				X	
Wet				X	
Noise				X	
Hazards				X	
Temperature Change				X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Atmospheric Conditions				X	
Vibration				X	

Vision Requirements:
Ability to see information in print and/or electronically.