AUBURN
Human Resources

Mgr, Contract Services

Job Description

JOB INFORMATION

Job Code	NC60
Job Description Title	Mgr, Contract Services
Pay Grade	FM16
Range Minimum	$60,590
33rd %	$74,730
Range Midpoint	$81,800
67th %	$88,870
Range Maximum	$103,000
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	4/5/2023

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Reporting to the Assistant Director of Campus Services, the Manager of Contract Services is responsible for the oversight, coordination and management of outsourced contracts and strategic sourcing initiatives for Campus Services at Auburn University. The largest of these contracts is the custodial contract responsible for over four million square feet of cleanable space. Works in conjunction with the applicable disciplines to provide sourcing, RFP and contracting expertise in support of their efforts. Interpret contracts and system needs, thinks strategically, effectively manages projects from beginning to end, translates objectives, executes outcomes, presents project deliverables, and delivers fully executed contracts.

RESPONSIBILITIES

- Serves as a point of contact for outside contractors and ensures work is completed to contract specification. Ensures that assigned projects meet quality, budget, and timeline objectives, including identification and realization of project milestones, development of key deliverables, risk assessment, and problem solving.
- Reviews the scope of work and other materials related to contracts and procurement; provides guidance to programs in drafting solicitation documents, such as request for proposals (RFPs), documented quotes (DQs), and sole source justifications. Ensures alignment between the proposal narrative, scope of work, evaluation criteria, evaluation scorecard, the contract, and other contract procurement documents.
- Reviews and manages contractual obligations and provides a continual review to ensure that all terms and conditions are met and to ensure good customer relations while also representing the interests of Auburn University. Monitors supplier and service provider performance; communicates with suppliers and service providers on contract terms and manages dispute resolution.
- Ensures timely and accurate data is maintained in the work management system to provide proper reporting for clients and senior leadership within Facilities and the University. Investigates and responds to clients queries, complaints and other issues to meet and satisfy client needs. Tracks status of work accomplishments, analyzes data, prepares reports and recommendations in support of increasingly higher levels of performance and productivity.
- Performs routine filed inspections/assessments of assigned university/college facilities to monitor the execution of such as custodial services. Provide periodic reports on operation/performance of facilities, such as reviewing expense reports from contract providers, quality services, and developing expense reports.
- Coordinates communications and activities among Campus/Contract Services and the key contacts in the colleges and schools of Auburn University and contract partners. Communicates with stakeholders to keep aware of activities, maximize efficiencies, answers questions, and resolves issues.
- Participates in the development of service contracts negotiated by the University/Campus Services for all areas assigned. Performs routine filed inspections/assessments of assigned university/college facilities to monitor the execution of such services

RESPONSIBILITIES

- Provides leadership to the administrative and support staff. Delegates work, as applicable, ensuring accurate and timely completion: assists staff in resolving complex and non-routine issues.
- Client engagements may, at times, extend beyond standard business hours to accommodate client schedules or operational requirements, as directed by leadership.

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	
Bachelor's Degree	No Specific Discipline	and	6 years of	Experience in contract administration, supervision of contracts, or project management/administration Experience must demonstrate responsibility in the areas of customer service, quality assurance, communication, and collaboration with third party vendors.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of facilities management, custodial/floor maintenance best practices, and OSHA as it relates to providing custodial services.	

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	And
Certified Professional Contract Manager (CPCM)		Upon Hire	Desired	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.