AUBURN
Human Resources

Mgr, Service Support
Job Description

JOB INFORMATION

Job Code	ND60
Job Description Title	Mgr, Service Support
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:	1/11/2024 5:55:36 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Manager of Service Support is responsible for supervising various aspects for campus support and oversees, assigns, and trains employees in all aspects of the campus support services, event support and pressure-washing activities.

RESPONSIBILITIES

- Monitors, plans, schedules, and directs the day-to-day functions, activities, and services related to campus moving services, event support, pressure washing, and tent & sound permits. Responsible for providing data and information to Facilities Financial Services concerning the cost of services rendered. Coordinates and communicates with contractors for moving support and event setup when needed.
- Coordinates materials handling to include (but not limited to) surplus property support and project or emergency cleaning.
- Assesses costs for services such as moving, special events setup, cleaning, materials, and equipment. Oversees updating and communication in the campus event planning system software.
- Assigns and maintains all SS work orders to include notes, labor hours, updating phases, and entering external charges.
- Ensures equipment and materials are maintained, picked up, and delivered to appropriate sites on time.
- Monitors facilities for life safety concerns (i.e, missing pavers, broken handrails, trip hazards, etc.) and reports to appropriate University personnel.
- Oversees the continuous inspection to the exteriors of buildings to determine the need for exterior cleaning and related additional project cleaning activities to enhance and support the custodial function at the University. Plans and oversees holistic pressure washing program for all hardscapes on campus, including coordination with outside vendors as needed.
- Serves as the subject matter expert for the event assemblies and permit regarding campus policies. Coordinates and communicates with Campus Event Planning, University engineer, landscaping, Waste Reduction and Recycling, and other pertinent committees to approve and issue tent sound permits on behalf of the university. Coordinates and implements the installation and removal of the large tent for special events at the President's house.
- Maintains fleet and tool inventory. Oversees the safe operation, maintenance, and repair of various service support equipment such as trucks, trailers, pressure washing equipment, pallet jacks, and hand trucks.
- May work outside of normal operating hours and days to oversee special events including all graduation ceremonies, emergencies, and inclement weather.

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	May supervise employees but supervision is not the main focus of the job.

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	5 years of	Experience in moving, logistics, pressure washing, or related field.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of facilities maintenance procedures and techniques. Developed supervisory skills	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
Forklift Certification		Upon Hire	Required	And
Drivers License - Endorsement P (Passenger)			Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Labor & Trades

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 temperatures				X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Hazards					X
Wet and/or humid			X		
Noise					X
Chemical			X		
Dusts			X		
Poor ventilation			X		

Vision Requirements:

Ability to see information in print and/or electronically.

Travel Requirements:

None Required

Additional Special Requirements:

Skillful hand-eye coordination. Ability to visually recognize unsafe circumstances.