

JOB FAMILY CONCEPT

This family consists of five levels of campus services work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. Positions in this family provide day-to-day general business, auxiliary, recharge or department support and service within the University. It is distinguished from Administrative Generalist job family by the absence of performing clerical, administrative or office support as the primary job function. Many positions in Campus Services job families support a recharge, auxiliary or business function, which may require the unit to generate revenue to cover their expenses. Positions typically perform one or more of the following functions in support of a program or department.

- Mail services
- Delivery services
- Food services
- Campus operations and services

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

General

- Provide customer service and resolve customer complaints
- Respond to inquiries and requests for information from internal and external communities
- Recommend purchase or replacement of supplies, products, and equipment
- Monitor and maintain inventory records system to ensure a varied and adequate supply is available
- Prepare purchase requisitions and journal vouchers
- Handle, prepare and process customer orders
- Solicit bids, quotations and pricing information from vendors for the purpose of obtaining cost effective services
- Maintain records in database
- Monitor and reconcile accounts and billing information
- Operate and perform maintenance on equipment
- Maintain appropriate documentation
- Handle cash and perform retail transactions
- Set-up and maintain databases to track department and account information
- Interpret and apply applicable rules, regulations, policies and procedures

CAMPUS SERVICES - GENERALIST

Job Classification

Adopted: July 22, 2007

Revised: July 1, 2009

Supervisory functions

- Control all activities related to procurement and distribution of equipment or supplies
- Analyze trends of department

CAMPUS SERVICES - GENERALIST

Job Classification

Adopted: July 22, 2007

Revised: July 1, 2009

Education and Experience

High School graduation and two years of relevant experience or an equivalent combination of training and experience. Additional licensure or certification may be required.

Level 4

PCLS: 04704

**Grade 76
Non-Exempt**

Descriptors

Work is performed under intermittent supervision. Resolve customer complaints and handle sensitive issues. Monitor projects. Ensure compliance, safety and security. Monitor expenditures and procure supplies. May lead** lower level staff. This level is distinguished from lower levels by the performance of more complex* tasks, increased accountability, and responsibility for overseeing projects and leading** staff.

Knowledge, Skills, and Abilities

Same as level 3, plus: Advanced knowledge of computer programs and operations. Intermediate fiscal skills. Ability to monitor fiscal activity and budgets. Advanced analytical and problem solving skills. Ability to lead** employees.

Education and Experience

College coursework and two years of progressively responsible relevant experience or an equivalent combination of training and experience. Additional licensure or certification may be required.

Level 5

PCLS: 04705

**Grade 77
Exempt**

Descriptors

Work is performed under administrative supervision. Perform specialized and complex* support services functions requiring independence, judgment and initiative. Has supervisory** authority and/or serves as a specialist and resource for a discreet knowledge area or function. Recommend new programs and policies and provide technical assistance on topics related to campus services department. Has substantial budget authority. This level is distinguished from lower levels by supervising a work group or function, ability to recommend new programs and supervision** of staff.

Knowledge, Skills, and Abilities

Same as level 4, plus: Advanced knowledge of business, auxiliary, recharge or department operations and procedures. Ability to manage budgets. Ability to supervise**.

Education and Experience

Associate's Degree and three years of relevant experience or an equivalent combination of training and experience. Additional licensure or certification may be required.

CAMPUS SERVICES - GENERALIST