

**Ohio University – Compensation 2014**  
**Job Family: Auxiliaries | Career Track: Individual Contributor**

Provides services to the University that support the daily activities of students, faculty, and staff. Coordinates services that support daily activities and special events on the University campus such as providing food services, printing services, logistics, and air operations for University leaders and visitors. Generates revenue to support the operations of the University through high-quality, customer-focused services. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Individual Contributor I	Individual Contributor II	Individual Contributor III	Individual Contributor IV	Individual Contributor V
<b>Accountabilities</b>	None specified.	<p><b>PEOPLE</b>            May supervise student workers.            Trains staff on proper procedures and equipment use. Instructs customers on use of services and amenities.</p> <p><b>OPERATIONS</b>            Under general supervision, collaborates with customers to deliver high-quality services. Coordinates resources necessary to fulfill customer requests and projects such as designing and coordinating print and graphics services            Troubleshoots problems with equipment and systems.            Operates equipment and machinery according to established safety standards.</p>	<p><b>PEOPLE</b>            May supervise student workers and act as an advisor for other members of the department or function.            Conducts training and review of staff on safety procedures and processes.            Provides excellent customer service and handles complex customer requests.</p> <p><b>OPERATIONS</b>            Collaborates with customers to deliver complex projects and requests. Advises customers on their needs. Designs, creates, and produces requested work such as bakery or catering requests, print, and graphic design.            Reviews department procedures and health and safety protocols to ensure they meet the highest standards of safety. Conducts audits of safety procedures. Investigates complaints and safety incidents.            Enters and maintains data in relevant systems. Tracks production, inventory, and activities through business systems.            Advises department and functional leaders of the operational needs of area. Suggests changes to procedures and training based on understanding of best practice in area.</p>	None specified.	None specified.
<b>Requirements</b>		Advanced knowledge and expertise in concepts, principles, and practices, of culinary/food services, printing, or retail operations typically obtained through a Bachelor's degree in business or in specialty related field such as culinary and 2 to 4 years of experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Seasoned knowledge and expertise in concepts, principles, and practices, of culinary/food services, printing, or retail operations typically obtained through a Bachelor's degree in business or in specialty related field such as culinary and 4 to 6 years of experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.		