

Ohio University – Compensation 2014
Job Family: Auxiliaries | Career Track: Management

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.

	Management I	Management II	Management III	Management IV	Management V
Accountabilities	<p>PEOPLE Oversees the daily activities of a group of employees performing similar work.</p> <p>Directs the work of a large number of student workers. Trains student workers in standard procedures. May evaluate student job performance.</p> <p>OPERATIONS Ensures that the environment is safe and sanitary. Checks compliance with health and safety procedures.</p> <p>Monitors staff work load and customer needs to ensure that the location (dining hall, print shop, etc.) is properly staffed to meet customer needs.</p> <p>Records customer requests for services and coordinates execution with relevant personnel. Responds to routine customer inquiries.</p> <p>Assists management in updating procedures and policies. Addresses issues and performs duties as directed by manager.</p> <p>BUDGET Monitors use of equipment and recommends purchases to supervisor. May purchase small quantities of pre-approved materials.</p>	<p>PEOPLE Supervises and coordinates lower level staff work plans. Hires, trains, evaluates, and directs the work of employees.</p> <p>Manages employees who are performing related tasks.</p> <p>OPERATIONS Oversees the day-to-day operations of a location or unit that performs auxiliary services.</p> <p>Monitors employee performance and efficiency. Modifies procedures and production schedules to increase efficiency, control costs, and ensure quality.</p> <p>Directs the operations of logistics services such as moving, surplus, and mail. Manages the budget and timeline for moving projects. Manages surplus program.</p> <p>Resolves complex customer service issues. Coordinates moderately complex customer requests. Responds to complaints.</p> <p>Ensures that location or unit is properly equipped to serve its customers. Monitors equipment usage. Orders new materials.</p> <p>Conducts staff training to ensure that all employees understand and follow health and safety procedures.</p> <p>Advises management on area or location needs. Provides input for department or functional policies.</p> <p>BUDGET Tracks spending and revenue. Ensures that location or area is performing within budget.</p>	<p>PEOPLE Manages, delegates, and prioritizes the work plan of a unit that performs a diverse set of activities. Sets unit goals and objectives.</p> <p>Guides and reviews the work of staff members to ensure that work is aligned with operational goals of the department.</p> <p>Responsible for establishing and cultivating a work culture that is customer service oriented, productive, healthy, and valuing of diversity.</p> <p>OPERATIONS Develops the operational goals and strategy of the area or department. Sets work objectives for staff in order to achieve the vision for the area or department within Auxiliary Services such as catering, culinary services, airport, etc. Responsible for financial performance, customer service, and quality. Directs work of location and unit managers to achieve operational goals.</p> <p>Negotiates contracts with external providers. Monitors contractor performance against key metrics.</p> <p>BUDGET Monitors the financial performance of unit or department. Tracks income and expenditures. Generates profit and loss statements. Reports results to functional leaders. Assists in the development of functional budgets.</p>	<p>PEOPLE Determines and aligns strategic goals with University and functional strategies. Directs the development of department work plans. Manages staff and sets operational objectives across Auxiliary Services.</p> <p>OPERATIONS Assists in the development of functional strategies and oversees the implementation of the function-wide operational objectives and strategies.</p> <p>Designs department and area strategies that support functional operational and financial objectives.</p> <p>Oversees the operations of several auxiliary services departments. Monitors safety performance. Directs all activities related to capital improvements and long-term planning.</p> <p>Administers key strategic initiatives as instructed by functional and university leaders. Serves as liaison between auxiliaries and other University stakeholders such as Facilities.</p> <p>BUDGET Forecasts, develops, and manages business plans and budget.</p>	<p>PEOPLE Leads the development of functional strategy. Directs the development of function-wide operational goals and objectives.</p> <p>OPERATIONS Develops the mission and objectives of the University's auxiliary services. Aligns strategies with University-wide mission.</p> <p>Promotes an entrepreneurial culture and a focus on customer satisfaction and safety within the function.</p> <p>Works with University leadership to determine the University's long-term needs related to auxiliary services.</p> <p>Provides oversight and guidance to the development of auxiliary departments' long-term planning.</p> <p>BUDGET Develops, forecasts, and manages the functional business plans and budget.</p>

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	Management I	Management II	Management III	Management IV	Management V
Requirements	Knowledge and expertise in concepts, principles, and practices of auxiliary services typically obtained through an Associate's degree in business, hospitality, or related field and 2 or more years of experience including lead and/or supervisory 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.	Knowledge and expertise in concepts, principles, and practices of auxiliary services typically obtained through a Bachelor's degree in business, hospitality, or related field and 3 or more years of experience including supervision. 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.	Knowledge and expertise in concepts, principles, and practices of auxiliary services typically obtained through a Bachelor's degree in business, hospitality, or related field and 4 to 6 years of experience including significant management 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 auxiliary services typically obtained through a Bachelor's degree in business, hospitality, or related field and 6 or more years of experience including experience managing a team of professional employees. 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.	Expert knowledge and expertise in concepts, principles, and practices of auxiliary services typically obtained through a Bachelor's degree in business, hospitality, or related field and 8 or more years of experience. This will include experience managing significant financial and human resources as well as experience developing, gaining support for, and executing short- and long-term strategic plans. 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.