

FACILITIES SUPPORT CENTER SUPERVISOR

Function of Job:

Under general supervision of designated supervisor, supervise facilities support center department staff and operations by providing problem solving expertise in the areas of customer service, assisting in the prioritizing of the work flow of the area zones, scheduling of automotive services, monitoring and reporting on the operational efficiencies associated with work order management controls and staffing.

Characteristic Duties and Responsibilities:

1. Facilitate the daily functions of the department by scheduling staff to ensure shift coverage; directing daily work flow; providing support for accounting, purchasing, and payroll functions for second and third shifts; and organizing training schedules.
2. Utilize department software applications, including communication system software, financial information system software, and the facilities management information system.
3. Maintain, monitor, and evaluate performance benchmarks in the management of incoming customer service calls as well as staff personnel associated with the communication system.
4. Identify, develop, and implement improvements to business processes.
5. Maintain and monitor the status of work order requests and provide reports on work orders as required.
6. Assist in evaluating emerging staffing needs to meet higher priority work activities.
7. For all on-campus special events, oversee and coordinate scheduling of trade personnel, moving materials, and general set-up.
8. Organize, develop, and coordinate training and professional development in assigned areas.
9. Maintain records, reports, and manuals as required.
10. Evaluate department projects, determine priorities, and work on projects as assigned.
11. Generate reports and maintain manuals and records as assigned.
12. Supervise, train, and evaluate department staff.
13. Maintain and monitor department budget and serve as liaison with other business units as required.
14. Perform other related duties, as assigned.

Minimum Acceptable Qualifications:

1. Five years of related experience or combination of higher education and related experience equal to five years, including two years of supervisory experience.
2. Computer skills as required by department.
3. Two years of supervisory experience.
4. Ability to establish and maintain effective working relationships with faculty, staff, students, and the general public.

6/07/04
System Approval

11/10/03
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.