

Spec. Code: 3596
Occ. Area: 03
Work Area: 355
Prob. Period: 6 mo.
Prom. Line: None
Effective Date: 04/01/12
Last Action: Rev.

SERVICE ENTERPRISES MANAGER

Function of Job

Under administrative supervision, to be responsible for the administration of a combination of several designated support services of the unit.

Characteristic Duties and Responsibilities

1. implements, revises, and administers departmental policies and procedures to evaluate, maintain, and improve upon qualitative operational standards of service operations through lower level managers and supervisors
2. trains, and evaluates performance levels of lower level managers and supervisors and staff; monitors policies and procedures used in service units
3. recruits, interviews and hires staff
4. directs activities of staff
5. provides direct service and support to customers/clients such as conducting a needs evaluation or resolving complaints
6. oversees preparation and maintenance of budgets and other fiscal operating records of the service units establishes and enforces fiscal controls on operating expenditures
7. responsible for developing and maintaining effective relations between the various service unit supervisors and the university community
8. establishes and oversees administrative procedures to meet objectives set by senior management
9. performs other related duties as assigned

Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination that equals **three (3) years (36 months)** from the categories below:

- (a) credit for progressively more advanced college course work that would lead to a major in business administration or a closely related field
- 60 semester hours equals 1 year (12 months)
 - 90 semester hours equals 2 years (24 months)
 - 120 semester hours or a Bachelor's Degree equals 3 years (36 months)
- (b) work experience and/or on-the-job training in one or more of the areas to be managed that provided a knowledge of generally accepted principles, theories, and practices used in one of the fields listed in "a" that included or was supplemented with 12 hours in accounting, business administration, and/or finance
2. Two (2) years (24 months) of responsible experience related to the management of one or more of the operational areas to be managed, in addition to the training/experience required in #1 above

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
2. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
3. Knowledge of accounting principles and practices, and the analysis and reporting of financial data
4. Extensive knowledge of office methods and procedures
5. Extensive knowledge of automated data processing systems
6. Effective written, oral and interpersonal communication skills
7. Ability to work effectively with staff, faculty, students, and the public
8. Ability to direct and manage the activities of a staff engaged in review activities
9. Ability to apply project management methodology
10. Ability to deal tactfully with controversial problems
11. Ability to operate a personal computer and peripherals
12. Supervisory and administrative abilities