

JOB INFORMATION

Effective Date	2/9/2022
Job Code:	2312
Job Title:	Manager, General Support Serv
Salary Grade/Structure:	040 - Admin-Professional
Career Level Name:	M1 - First Level Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Supply Chain
Job Family:	Procurement
Job Summary	The Manager, General Support Services provides first-line supervision of all phases of General Support Services including; the Copy and Print Center, Receiving and Mail Delivery. Operations including; staffing and training employees, scheduling and assigning work, and communicating with customers regarding their needs. Oversees and operates forklift, postal machine, digital high-speed monochrome and color copiers and related bindery equipment. Manages inventories of postal, paper and supplies. Delivers exceptional customer service to internal and external entities. Facilitate daily internal operations, budget control, procurement and other business activities.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Associate's Degree	Business or Technical area	Required	
Bachelor's Degree	Business or Technical area	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Considerable	Shipping, receiving, delivery, copy services, cash register, printing and business services experience including working knowledge of Microsoft Office suite.	Required	
Progressive	Desktop publishing and webpage design/update experience with Adobe InDesign and graphics design. Experience working in a higher education environment. Knowledge and experience of the US Postal System and PeopleSoft Finance system.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	
Forklift Certification		Upon Hire	Preferred	
School Leader and Supervisory Certification		Upon Hire	Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> Excellent interpersonal and customer skills which demonstrate a service-oriented attitude when assisting and interacting with coworkers, students, parents and other internal and external customers. 	Skilled
<ul style="list-style-type: none"> Must have clear, precise, and effective oral/written communication skills. 	Skilled
<ul style="list-style-type: none"> Working knowledge and ability to use Microsoft Office suite including; Word, Excel, and PowerPoint. 	Skilled
<ul style="list-style-type: none"> Ability to review and interpret financial statements or other performance data to measure productivity to identify areas needing cost reduction or program improvement. 	Skilled
<ul style="list-style-type: none"> Ability to lift and move heavy loads using pallet jack and/or forklift. 	Basic
<ul style="list-style-type: none"> Ability to understand and maintain budgets. 	Skilled
<ul style="list-style-type: none"> Ability to make personnel decisions. 	Skilled

JOB RESPONSIBILITIES

- Campus Security Authority
- Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Supervises and manages staff assigned to Copy and Print Center, Receiving and Mail Services, including establishing work schedules, assigning tasks, cross-training staff to perform shipping/receiving, sorting and delivery mail, copy services and printing duties as back-up, and evaluating and developing performance. 	65%
<ul style="list-style-type: none"> Assists in maintaining an efficient operation by performing daily routine maintenance on all equipment's, requesting maintenance services, reporting monthly meter readings to equipment vendors, submitting weekly reports on downtime of all areas. 	10%
<ul style="list-style-type: none"> Manages administrative and financial duties – Develops/updates policies and processes, budget control, procurement, conduct inventory, maintenance of all equipment, scheduling, and assignment of work. Engenders a customer-service orientation within the General Support Service operations implementing appropriate customer service procedures. 	20%
<ul style="list-style-type: none"> Other related duties as assigned. 	5%

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description
0%	