

DRAFT – September 24, 2018

OPERATIONS JOB FAMILY – OPERATIONS SPECIALIST

JOB FAMILY CONCEPT: The Operations job family is responsible for general business, auxiliary, or unit support activities. Operations roles provide routine direct and indirect operational services to the University community. This job family may require the department or unit to generate revenue.

OPERATIONS SPECIALIST

The **Operations Specialist** role is responsible for specialized operational support for a program, department, or the university community. This role operates various large equipment, delivers more complex, specialized skilled or technical services that typically requires knowledge, experience, training or progressive experience in a non-clerical program or specialty area specific to the position responsibilities.

The **Operations Specialist** role is distinguished from the **Operations Supervisor** role in that the primary focus is on specialized operational support and functions, whereas the supervisory role has a lead component

OPERATIONS SPECIALIST 1

Typical Functions

- Maintains general order and cleanliness of area.
- Provides customer service.
- Responds to inquiries.
- May provide work directions to student employees.

Mail Services

- Receives, loads, and unloads U.S. Postal Service trucks and University mail vehicles.
- Verifies, sorts, organizes and delivers U.S. and Campus mail, books, journals, supplies, and others to departments on a daily basis.
- Sets up machines and inserts mail. Prepares mail processors and postage meters with accurate settings and maintains them for functional operation.
- Responsible for keypunching or laser bar code scanning of departmental account numbers for postage charges used for monthly billing.
- Ensures mail is properly prepared and computes postage using an electronic, programmable postal scale according to classification, weight and destination in accordance with the Domestic or International Mail Manual
- Processes and prepares bulk mail.

Printing Services

- Operates light bindery equipment, manual bindery functions, copier, and printing equipment.
- Assists with ordering, routes print request to appropriate staff.
- Provide technical guidance regarding print specifications and provides basic editing.
- Sets up, operates, and maintains digital production color and B&W printers, other light duplicating equipment, inkjet envelope printer, paper cutter, folder, coil binder, paper drills, large format printer and trimmer.
- Packages finished products.
- Writes tickets for finished jobs for delivery.

DRAFT – September 24, 2018

Parking Services

- Operates computer and accepts payments of cash.
- Provides information and direction to customers, motorists, and pedestrians.
- Assists customers entering and exiting parking area.
- Patrols parking area to safeguard area and enforce traffic rules and regulations.
- Controls access to parking areas to prevent unauthorized access.
- Maintains daily cash income reports and transmits items at the end of the shift.
- May write parking citations.
- May order supplies for booth.

Food Services

- Prepares ingredients, beverages, and food according to recipes and directions for distribution.
- Monitors temperatures and records.
- Stores food safely by following procedures.
- Serves customers.
- Replenish food line items and stocks to appropriate levels.
- Sets up and breaks down food stations.
- Completes production sheets.
- Labels and dates food in cooler.
- Compiles list of items to be ordered.
- Cooks and prepares food for service.
- May complete transactions as cashier.

Complexity and Decision Making Authority

Provides basic and routine operational support. Work is closely monitored by supervisor/manager and complex situations are referred to supervisor or more experienced specialist.

Knowledge, Skills, and Abilities

Knowledge of safe work practices. Knowledge of area practices and procedures. Basic math skills. Fundamental computer skills. Effective communication skills. Customer service and attention to detail skills. Ability to follow directions. Ability to solve problems. Ability to handle currency. Ability to work independently and as part of team.

Education/Experience

High school diploma and six months of related experience or an equivalent combination of education, training, and experience.

License/Certification

May require the ability to obtain and maintain a valid driver's license.

OPERATIONS SPECIALIST 2

Typical Functions

- Trains new employees on functions.
- Operates computers and may operate more complex or specialized equipment.

DRAFT – September 24, 2018

- Assists to ensure compliance with applicable procedures, rules, and regulations.
- May provide work direction to students and lower level staff.

Printing/Scanning/Indexing Services

- Operates high-volume of copying, scanning, indexing, and duplicating equipment.
- Batches, scans, and indexes documents using various software and scanners.
- Performs image manipulations and edit as needed.
- Uploads approved images to database for storage or retrieval.
- Assist in coordinating special projects with coping, scanning, indexing, and duplicating.
- Provides or coordinates shredding services.
- May troubleshoot problems with operation of equipment and/or contact service representative when professional repair is necessary.

Parking Services

- Issues citations for parking violations
- Ensures parking regulations are enforced.
- Immobilizes and/or tows vehicles as warranted.
- Checks for counterfeit, lost, or stole, permits using hand-held computer units.
- Performs and records vacancy counts for evaluation of parking utilization.
- Evaluates conditions of parking lots and reports maintenance needs.
- Assists with event parking, transit, and transportation as needed.
- Recommends improvements to parking procedures and operations as related to area of responsibility.
- May touch up faded paint in parking lot areas.
- May replace aging, unreadable, or missing signs.

Food Services

- Assists supervisor/manager with coordination of activities in kitchen or area for food related events.
- Ensure strict hygiene, maintenance, and safety standards are enforced.
- Creates meal plans.
- Inspects orders delivered from vendors closely.
- Ensure food items are properly dated and stored by health requirements.
- Complete transactions as cashier.
- Count down (reconcile) register and safe at the completion of shift.
- Assists management with making daily sales deposits.
- Communicates with customers to gather feedback on satisfaction or improvements.
- May order products and supplies.
- May create fiscal reports and monitor budgets.

Complexity and Decision Making Authority

Work is closely monitored for completeness and adherence to standards, specifications and codes.

Knowledge, Skills, and Abilities

Knowledge of safe work practices. Knowledge of area practices and procedures. Currency handling and reconciliation

DRAFT – September 24, 2018

skills. Skills in area of specialty. Basic math skills. Basic computer skills. Effective communication skills. Customer service and attention to detail skills. Time-management skills. Ability to follow directions. Ability to solve problems. Ability to work independently and as part of team. Ability to lead and train.

Education/Experience

High school diploma and one to two years of relevant experience, or an equivalent combination of education, training, and experience.

License/Certification

May require additional licensure or certification in specialty area. May require the ability to obtain and maintain a valid driver's license.

OPERATIONS SPECIALIST 3

Typical Functions

- Responsible for daily oversight of the area or functions.
- Conducts annual reporting.
- May develop procedures to ensure compliance with applicable federal, state, and University policies and regulations.
- Leads, trains, and provides technical guidance, assistance to others.

Printing Services

- Under limited supervision, sets up, operates, and maintains heavy bindery equipment, manual bindery functions, complex copier and printing equipment.
- Prepares complex jobs for printing, operating digital printer, performing routine maintenance, and produces high print quality.
- Operates multi-function digital copiers.
- Checks files to ensure accurately setup, including checking fonts, image resolution, pagination, measurements and to accommodate various bindery processes.
- Sets up files, templates, and plates for printing on small to large digital and offset presses.
- Maintains templates for business cards, letterhead, and envelopes.
- Prepares and inspects proofs for customer approval.
- Follows up with customers to resolve issues with files.
- Manages production schedules.
- May perform intermediate maintenance and repair of offset printing equipment.

Ticket Sales

- Sells tickets for campus events.
- Ensures ticket sales are compliant with applicable regulations and policies.
- Ensures tickets are distributed to approved persons.
- Collects and reconciles payments.
- Operates and troubleshoots electronic payment processing equipment.
- Sets up ticket selling or pick up area.
- Maintains supply levels.

DRAFT – September 24, 2018

- Prepares reports.

Parking Services

- Reviews citation reports to assist with enforcement assignments.
- Coordinates with law enforcement on all immobilized and/or towed vehicles as warranted.
- Reconciles daily case and credit reports for accuracy and completeness.
- Develops work plans for parking lot repairs and maintenance.
- Assists with parking, street, traffic, and transit projects such as detours, new construction, and renovations.
- Prepares operations reports.

Technical (non IT)

- Performs hardware, software, and audio/visual equipment support for departments and units on and off campus.
- Installs, maintains, troubleshoots, and upgrades specialized equipment.
- Provides training of users on equipment operation after installation.
- May provide 24-hour support to various systems.
- Collaborates with outside vendors to ensure machines and systems are functioning properly.
- Monitors machines, locations, and systems on and off campus.
- Troubleshoots problems, determines and implements the appropriate solution.

Complexity and Decision Making Authority

Applies broader aspects of established practices and procedures to situations not falling clearly within the limitations of accepted practices.

Knowledge, Skills, and Abilities

Specialized knowledge of specialty area and applicable practices, procedures, and regulations. Currency handling and reconciliation skills. Advanced research and problem solving skills. Excellent customer service skills. Ability make recommendations for solutions. Ability to interpret policies and procedures, and know when exceptions may be made. Ability to communicate effectively orally and in writing. Ability to use tact and discretion when dealing with a variety of issues. Ability to lead and train.

Education/Experience

High school diploma and three to four years of relevant experience, or an equivalent combination of education, training, and experience.

License/Certification

May require additional licensure or certification in specialty area. May require the ability to obtain and maintain a valid driver's license.