

JOB TITLE: GENERAL SERVICES MANAGER

PAY GRADE: CS 18

LAST REVISED: JULY 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under administrative direction of the Director of Finance, directs, manages, supervises, and coordinates policies and procedures related to District purchasing and contracts, procurement card program, formal and informal bids, including public works, requests for quotes, vendor relations, and cost containment measures. Ensures efficient and legally compliant purchasing standards are met. Oversees administration of District mail, courier, warehousing, delivery and distribution services and print shop; also provides oversight for contracted bookstore and food service operations. Performs a variety of tasks relative to assigned areas of responsibility.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff and students and values the rich diverse backgrounds that make up the campus community. The General Services Manager must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups to ensure the District provides strategies for success and pro-active, student-centered practices and policies committed to eliminating equity gaps.

REPRESENTATIVE DUTIES - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assumes management responsibility for the establishment, implementation and evaluation of District purchasing functions, including a procurement card program, formal and informal bids, requests for quotes, vendor relations, and cost containment measures; oversees print shop, purchasing, warehouse, mail distribution, courier services and warehouse operations.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for department operations; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. Plans, directs, coordinates, and reviews the work plan for assigned staff, including temporary and student help; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
5. Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
6. Communicate and provide technical expertise, guidance, training, advice and assistance to others regarding areas of assignment, such as automated purchasing, the contracting process and fixed asset program for operations and activities. Maintains current information on the applicable regulations affecting purchasing and disseminates such information to District staff.

7. Researches, proposes and implements operational procedures for bidding, including development, editing, and finalizing of specifications, advertising to vendors, reviewing and analyzing bids, documentation of bid activities, bid selections, and a variety of related matters and maintaining records and files; exchanges information with administrators, vendors, contractors and other business representatives regarding purchase order status, compliance issues.
8. Coordinates with stakeholders to establish districtwide standards for equipment, furniture, fixtures and products.
9. Process claims with vendors for damaged materials, returns and exchanges; ensure timely and accurate credit of shortages, damaged or returned goods and other discrepancies
10. Ensure timely and accurate preparation, processing, submittal and maintenance of a variety of records, documents, statistical and narrative reports, board agenda information, proposals, recommendations, and other materials related to purchasing; coordinate, develop, prepare and forward responses to assignments from Board of Trustees, President, Vice President and/or Director.
11. Provide administrative support related to the district's insurance plans including certificates of insurance, student incident/injury, claim intake and policy review.
12. Establishes implements and evaluates system for inventory control; maintains records for existing and new District equipment; plans and facilitates Districtwide disposal of surplus property.
13. Makes recommendations for changes in vendors, contractors, quality of materials and other issues, based upon research, cost estimates, bidding processes, and other acquired data.
14. Reviews and administers contracts including copiers, leased equipment, bookstore, vending and food service.
15. Monitors General Services department budgets and coordinates closely on budget matters with assigned accounting and budget staff.
16. Evaluates the need for, designs and conducts purchasing training and college outreach.
17. Serves as staff on a variety of boards, commissions, and committees; prepares and presents reports and other necessary correspondence.
18. Provides responsible staff assistance to the Director of Finance; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures as appropriate.
19. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of procurement, purchasing and contracts; incorporates new developments as appropriate.
20. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

Pertinent federal, state, and local laws; codes and regulations governing procurement and buying for a public education institution.

Purchasing, cost analysis, and methodologies used in contracts and procurement.
Purchasing program planning, implementation and evaluation.
Oversight of vendor contracts such as bookstore and food service.
Operations of multiple general services provided by an educational institution including mail distribution services, print shop services, warehouse, shipping and receiving practices.
Principles and procedures of financial record keeping and retention.
Principles and practices of program development and administration, contract negotiations and dispute resolution.
Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Advanced mathematical principles.
Principles and practices of expense budget monitoring and administration.
Methods and techniques of customer service.
Principles of business letter writing and report preparation.
Principles of supervision, training, and performance evaluation.

Ability to:

Oversee and participate in the management of various general services provided by the District.
Oversee, direct, and coordinate the work of assigned staff.
Select, supervise, train, and evaluate staff.
Participate in the development and administration of departmental goals, objectives, and procedures.
Exercise sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, staff and the surrounding community.
Apply an equity-minded framework to ensure programs, services and processes are designed and delivered to meet the varying needs of all constituent groups, build and maintain an effective and productive customer service team.
Administer department budgets.
Conduct technical research and analysis related to contract and procurement options. Prepare clear and concise administrative and financial reports.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Research, analyze, and evaluate new service delivery methods and techniques.
Interpret and apply federal, state, and local policies, laws, and regulations.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines: *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in business administration or a closely related field.

Experience:

Six years of increasingly responsible experience in finance, administrative or general services including two years of administrative and supervisory responsibility.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.