



USF Job Class Description

JOB CODE: 4380
JOB TITLE: Operations Manager
JOB FUNCTION: Administrative &
Business Services
PAY PLAN: 21
CAREER BAND: E
FLSA: Exempt
Effective Date: 08/01/2011
Revised Date: 06/15/2017

Job Title: Operations Manager

Job Summary

The Operations Manager is responsible for managing staff, developing policies and procedures, ensuring customer satisfaction, and ensuring that USF and state policies and procedures are followed. Additionally, this position will have revenue, expense and budget responsibilities.

Nature of Work

This position reports to an Assistant Director, Associate Director, Director or other appropriate administrator. The Operations Manager must be able to use a high degree of initiative and independent judgment. This position requires human and financial knowledge to manage an operation of an area/unit or department. This position also requires the ability to resolve daily issues that arise in the department, excellent communication skills and the ability to develop and maintain highly effective working relationships.

Examples of Duties

The following list provides examples of the most typical duties for positions in this job class. Individual positions may not include all of the examples listed, nor does the list include all of the work that may be assigned to positions in this class.

- Manage and oversee the supervision of employees, which includes work allocation, training, promotion and enforcement of internal procedures and controls, and problem resolution; evaluate performance and make recommendations for personnel actions; motivate employees to achieve peak productivity and performance.
- Develop or assist with the development and implementation of policies and procedures consistent with those of the organization to ensure efficient and safe operation of the unit.
- Participate in development and implementation of objectives and short-and long-range planning; develop and implement projects and programs to assist in accomplishment of established goals.

- Oversee all facets of the daily operations and business practices of the organizational unit, ensuring compliance with the University, state, and federal laws, policies, and regulations.
- Assist in responding to customer inquiries, serve as customer service representative, and model and ensure best customer service practices.
- Resolve conflicts escalated to management.
- Monitor revenue and expenses to ensure budgetary goals are met.
- Compile statistics and other information in order to provide reports to upper management and others.
- May oversee audit compliance and perform audits; may oversee maintenance of departmental computer systems.
- May serve on university, state, regional, and national task forces and/or committees.

Minimum Qualification Requirements

This position requires a High School diploma or equivalent with four years of customer service related experience including at least one year of supervisory experience.