



## **JOB FAMILY CONCEPT**

This family consists of five levels of campus services work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. Positions in this family provide day-to-day general business, auxiliary, recharge or department support and service within the University. It is distinguished from Administrative Generalist job family by the absence of performing clerical, administrative or office support as the primary job function. Many positions in Campus Services job families support a recharge, auxiliary or business function, which may require the unit to generate revenue to cover their expenses. Positions typically perform one or more of the following functions in support of a program or department.

- Mail services
- Delivery services
- Food services
- Campus operations and services

## **TYPICAL FUNCTIONS**

***The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.***

### **General**

- Provide customer service and resolve customer complaints
- Respond to inquiries and requests for information from internal and external communities
- Recommend purchase or replacement of supplies, products, and equipment
- Monitor and maintain inventory records system to ensure a varied and adequate supply is available
- Prepare purchase requisitions and journal vouchers
- Handle, prepare and process customer orders
- Solicit bids, quotations and pricing information from vendors for the purpose of obtaining cost effective services
- Maintain records in database
- Monitor and reconcile accounts and billing information
- Operate and perform maintenance on equipment
- Maintain appropriate documentation
- Handle cash and perform retail transactions
- Set-up and maintain databases to track department and account information
- Interpret and apply applicable rules, regulations, policies and procedures



### **Mail services**

- Sort, label, and organize mail to be delivered
- Process and deliver mail, freight, packages and non-routine items to on campus locations and off-campus areas
- Obtain appropriate signatures as necessary during delivery
- Develop and coordinate a daily delivery system with schedules and routes that meet the current needs of university departments
- Verify and sign for mail, postal packages, and other delivered items
- Track and locate lost or delayed packages and shipments
- Weight, determine and apply postage to outgoing mail
- Process accountable mail including International, Express, Certified, Insured, Registered, and COD'S
- Prepare packages for expedited shipping
- Provide postal service expertise to internal and external clientele
- Recommend best and most cost-efficient method of shipment
- Maintain mailboxes, tracking system and educate users on policy
- Develop and maintain a box/key rental system to process and control customer contracts, closures and forwarding, key issuance, loss and replacement
- Process and control billing, which includes collection and receipts for cash, check and credit card payments
- Maintain postal equipment
- Ensure compliance with postal regulations
- Operate mail truck

### **Delivery Services**

- Operate delivery vehicles
- Sort and organize items to be delivered
- Process and deliver items to on and off campus locations
- Develop and follow a daily delivery system with schedules and routes to serve university departments
- Track items for delivery
- Load and unload trucks and containers

### **Food Services**

- Prepare raw ingredients
- Determine and perform appropriate method of cooking
- Prepare beverages, condiments, salads, desserts, soups etc, as required in order to provide complete and balanced meals
- Assemble, clean, adjust and maintain equipment used in food preparation
- Plan menus to meet established dietary requirements
- Ensure maintenance, sanitation and safety standards
- Ensure compliance with DEC, OSHA, and local regulations



### **Supervisory functions**

- Control all activities related to procurement and distribution of equipment or supplies
- Analyze trends of department
- Provide necessary controls to ensure proper standards are met
- Monitor quality and efficiency of operations
- Monitor department budgets, expenses and revenues
- Analyze, control and maintain inventory
- Prepare and maintain records and reports
- Develop, recommend and implement changes in operations regarding new program activities, price structure, department policy
- Determine equipment maintenance and replacement needs
- Research and respond to inquires
- Assist in long and short range planning
- Schedule and train employees
- Supervise staff

### **LEVELS AND COMPETENCIES**

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, the scope, complexity, and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

**Level 1**  
**PCLS: 04701**

**Grade 73**  
**Non-Exempt**

#### ***Descriptors***

Work is performed under direct supervision. Provide basic and routine operational support for a campus services unit. Provide customer service and assist customers in support service activities. Deliver items. Operate basic equipment. Maintains general order and cleanliness of area. This level is distinguished from higher levels by the limited scope of work and closeness of supervision.

#### ***Knowledge, Skills, and Abilities***

Knowledge of campus department. Ability to provide good customer service to co-workers and clientele. Ability to operate basic equipment. Ability to communicate effectively. Ability to follow directions given by supervisors or co-workers. Ability to understand safe driving regulations and methods.

#### ***Education and Experience***

High School graduation or equivalent. Additional licensure or certification may be required.



**Level 2**  
**PCLS: 04702**

**Grade 74**  
**Non-Exempt**

***Descriptors***

Work is performed under general supervision. Perform recurring support services functions. Handle cash. Operate computers and other specialized equipment. Maintain and troubleshoot office and specialized equipment. Maintain appropriate records system and documentation. Assist clients from internal and external communities with more complex\* problems. Interpret and apply appropriate rules and regulations. This level is distinguished from level 1 by the performance of a wider variety of tasks requiring a greater breadth of knowledge.

***Knowledge, Skills, and Abilities***

Same as level 1, plus: Knowledge of basic record keeping methods and procedures. Basic mathematical, cash handling and reconciliation skills. Ability to perform basic maintenance and troubleshooting of equipment. Ability to operate computers and specialized equipment. Ability to make recommendations. Ability to ensure accuracy with assigned tasks.

***Education and Experience***

High school graduation and one year of relevant experience or an equivalent combination of training and experience. Additional licensure or certification may be required.

**Level 3**  
**PCLS: 04703**

**Grade 75**  
**Non-Exempt**

***Descriptors***

Work is performed under general supervision. Monitor the installation, on-site repair and maintenance of equipment. Operate more complex\* or specialized equipment. May supervise\*\* students and perform training. May perform basic fiscal functions. Interpret and apply more complex rules, regulations, policies and practices. This level is distinguished from lower levels by performing a wider variety of more complex\* tasks, working more independently, and using initiative to carry out recurring assignments.

***Knowledge, Skills, and Abilities***

Same as level 2, plus: Knowledge of computer operations. Knowledge of applicable rules, regulations, policies and practices. Knowledge of business, auxiliary, recharge or department operations and procedures. Advanced cash handling skills. Basic fiscal skills. Analytical and problem solving skills. Intermediate ability to operate and troubleshoot basic equipment. Ability to multi-task and prioritize projects. Ability to establish and maintain files and recordkeeping systems. Ability to supervise\*\* students.



***Education and Experience***

High School graduation and two years of relevant experience or an equivalent combination of training and experience. Additional licensure or certification may be required.

**Level 4**

**PCLS: 04704**

**Grade 76  
Non-Exempt**

***Descriptors***

Work is performed under intermittent supervision. Resolve customer complaints and handle sensitive issues. Monitor projects. Ensure compliance, safety and security. Monitor expenditures and procure supplies. May lead\*\* lower level staff. This level is distinguished from lower levels by the performance of more complex\* tasks, increased accountability, and responsibility for overseeing projects and leading\*\* staff.

***Knowledge, Skills, and Abilities***

Same as level 3, plus: Advanced knowledge of computer programs and operations. Intermediate fiscal skills. Ability to monitor fiscal activity and budgets. Advanced analytical and problem solving skills. Ability to lead\*\* employees.

***Education and Experience***

College coursework and two years of progressively responsible relevant experience or an equivalent combination of training and experience. Additional licensure or certification may be required.

**Level 5**

**PCLS: 04705**

**Grade 77  
Exempt**

***Descriptors***

Work is performed under administrative supervision. Perform specialized and complex\* support services functions requiring independence, judgment and initiative. Has supervisory\*\* authority and/or serves as a specialist and resource for a discreet knowledge area or function. Recommend new programs and policies and provide technical assistance on topics related to campus services department. Has substantial budget authority. This level is distinguished from lower levels by supervising a work group or function, ability to recommend new programs and supervision\*\* of staff.

***Knowledge, Skills, and Abilities***

Same as level 4, plus: Advanced knowledge of business, auxiliary, recharge or department operations and procedures. Ability to manage budgets. Ability to supervise\*\*.

***Education and Experience***

Associate's Degree and three years of relevant experience or an equivalent combination of training and experience. Additional licensure or certification may be required.



- \* **Complexity**: Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Federal and State statutes and laws, University policies and regulations, DEC and U.S. Postal and shipping regulations, contracts). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions typically work with external constituencies, multiple departments, faculty and campuses. Complexity increase as positions more frequently work with these entities.
- \* **Scope**: Refers to the impact that a unit/department has on the university or those it impacts, the size of the organization, or contacts/stakeholders that the department may have. Scope may be limited to the authority in procuring items by dollar value or volume. Scope also refers to the impact of recommendations or decisions a position has on policies and programs. Positions with high scope may impact the MAU and contacts within the external community.
- \*\* **Lead**: Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Fluent in assigned area of responsibility.
- \*\* **Supervise**: Hire, train, evaluate performance, and initiate corrective action.

[July 2009 revisions included formatting document for consistency.]