

POSITION DESCRIPTION  
Finance and Administration  
Southern Illinois University School of Medicine  
July 1, 2007 – June 30, 2008

INCUMBENT:

TITLE: Director of Support Services

UNIT: Finance and Administration  
Capital Planning & Service Operations

General Duties:

Under the general direction of the Executive Director of Capital Planning and Service Operations, supervise and manage assigned service activities of Capital Planning and Service Operations. These functions include: dispatch and distribution of U.S. and campus mail; moving equipment and materials between campus locations; coordination of the central receiving functions for items purchased by the School; coordinate the re-allocation/disposal of surplus property and warehousing activities; oversee the duplicating, printing and pre-press graphic design function; coordinate housekeeping and grounds services for the campus. Typical duties of this position are as follow:

**Administration**

**90%**

1. Oversee the service unit activities and evaluate supervisory staff involved in the assigned service units.
2. Coordinate the development of measurable goals and objectives for each service activity with service unit supervisory staff. Review progress toward achievement of goals, document results, and report as required.
3. Coordinate the development and maintenance of written policies and procedures for all assigned service activities.
4. Where necessary to resolve difficulties or when complex tasks must be accomplished, coordinate communication between service unit staff, School departments, and involved external organizations to ensure services are provided in a timely and professional manner.
5. Develop budget projections for all assigned service activities and oversee budget management to compare use of funds with budget allocations by activity.

Develop and analyze monthly activity reports for each service activity and recommend appropriate course of action.

6. Routinely prepare detailed financial analyses of service cash operations, assess financial stability/solvency, and recommend changes in operations, rate structures and/or unit operating guidelines.
7. Participate in planning sessions, labor/management meetings, and other meetings involving the activities with which the units of Capital Planning and Service Operations are involved.
8. Participate in planning and strategic activities related to Finance and Administration as requested.
9. Monitor compliance issues for all assigned units.
10. Other duties as assigned.

**Teaching**

**10%**

1. Provide training and educational resources for supervisory and support staff in areas including but not limited to: budget, equipment operations, policies and procedures, management skills, and daily operational procedures.

Minimum Qualifications:

1. Bachelor's degree in business management, engineering, or a related field; advanced degree preferred.
2. Five years successful work experience in demonstrated supervisory management responsibilities at a corporate or institutional level.
3. Demonstrated fiscal management experience.
4. Experience and competency in decision-based management and the integration of computers into departmental operations to improve records, speed analysis, and expedite transmission of operational data.
5. Evidence of the ability to organize resources, communicate clearly, and work independently.

Desirable Qualifications:

1. Experience in dealing with outside agencies/institutions in a service capacity.
2. Specific experience in facilities and services administration.

Personal Attributes Needed:

1. Service-minded attitude.
2. Outstanding interpersonal and communication skills; ability to communicate clearly with different segments of the population and work force.
3. Motivational ability and team building.
4. Excellent organizational ability and business practices orientation.