

**CENTRAL SERVICES MANAGER**  
Diablo Valley College

**DEFINITION**

Under general direction to plan, organize, and manage centralized district services including a full service print shop/production lab and a desktop publishing unit; to oversee, supervise, and coordinate centralized college functions and services including the telephone system, trip reduction program, mail room, switchboard, use and/or rental of facilities and college vehicles, and day custodial activities; and to perform related work as required.

**RESPONSIBILITIES**

The Central Services Manager is primarily responsible for the following activities:

Planning, organizing, and managing the centralized district operations of a print shop/production facility, desktop publishing unit; negotiating equipment maintenance contracts; approving subcontracting services; arranging for the replacement or acquisition of equipment as needed; and obtaining competitive bids for commercial printing jobs.

Administering a campus-wide telephone system; consulting with campus personnel concerning needed telephone services; reviewing and approving requests for changes or additions to telephone system; preparing site and bid specifications/installation plans for new buildings and telecommunications needs.

Serving as liaison with Bay Area Air Quality Management District (BAAQMD), TRANSPAC, and other entities concerning the college's trip reduction program; conducting transportation surveys' developing and implementing approved trip reduction programs; promoting community alternatives to students and staff.

Supervising staff use and/or approving external rental of college facilities in accordance with established policies and procedures; review and approve facilities contracts, insurance, and permit requirements.

Responding to and resolving complaints concerning the commercial or public use of facilities.

Arranging faculty set-up for meetings and events; administering day custodial efforts.

Coordinating the scheduling and use of college-own vans for field trips and athletic events; authorizing major repairs to vehicles; developing vehicle replacement requests for approval.

Overseeing the operations of the college mail room and switchboard.

Preparing and monitoring related budgets; authorizing expenditures and approving billing statements.

Researching and developing methods for improving services; introducing new technology as appropriate.

Interviewing and hiring employees; assigning work and evaluating performance.

Consulting with college/district personnel and commercial printers concerning off-campus printing jobs.

Advising campus personnel on additional telephone services; reviewing and approving requests for changes or additions to telephone services; analyzing and approving payment of telephone bills.

Performing other related duties as required.

(over)

## REPORTING RELATIONSHIP

The Central Services Manager reports directly to the Director of Business Services.

## MINIMUM QUALIFICATIONS

### Experience and Education

**Experience:** Four years of experience involving direct oversight of two or more major functional areas within a central services operation, preferably the printing operations and the telecommunications systems.

Demonstrated sensitivity to, and ability to work with, diverse racial, ethnic, gender, disabled, and cultural populations.

**Education:** Possession of a Bachelor's Degree in business or a related field.

### Knowledge

- Program management principles, practices, methods, and techniques
- Budget preparation and administration
- Principles and practices of supervision
- Various types, capabilities, limitations, operations, pricing, and maintenance of equipment and processes used in functional areas assigned including production lab/print shop, desktop publishing, switchboard, and telephone systems.
- Regulations, policies and procedures relating to assigned areas including the following:
  - 1) use of facilities: contractual, insurance, permit, health/sanitation, staffing, clean up, and pricing requirements and standards
  - 2) scheduling and operation of district-owned vehicles and vans
  - 3) developing and administering trip reduction programs
- Billing procedures and cost containment measures
- U.S. mail regulations

### Ability

- Plan, organize, schedule, and supervise multiple functional areas within a central services operation to meet the needs of the district and the college
- Provide and maintain efficient service levels to college, district, and public clients in assigned areas
- Prepare, conduct, and maintain a variety of surveys, specifications, bids, plans, contracts, grants, reports, and records
- Hire and effectively supervise and evaluate staff
- Design, implement, and promote a variety of college and district programs and services related to the functional areas of responsibility.
- Maintain appropriate certification as an employee transportation coordinator as regulated by BAAQMD and enforced by TRANSPAC
- Develop and communicate internal production standards and operational procedures
- Interpret and apply applicable district and other regulations, policies, and procedures
- Ensure the safe use, operation, and maintenance of production lab/print shop and other equipment.

- **Communicate effectively, both orally and in writing**
- **Establish and maintain effective working relationships with those contacted in the course of work.**

**(continued)**

### **PHYSICAL DEMANDS**

The physical demands described 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 functions.

While performing the duties of this job, the employee is required to:

- Demonstrate sufficient vision to read all printed materials including computer screen and electronic displays; demonstrate sufficient close and distant vision, depth perception, and ability to adjust focus to perform the essential duties of this position.
- Demonstrate sufficient hearing to conduct face-to-face and telephone conversations.
- Speak in an understandable voice with sufficient volume to be heard within a normal conversational distance, on the telephone, and when addressing groups.
- Demonstrates ability to transport self to places necessary to perform job, including enclosed areas of building and on even and uneven surfaces.
- Demonstrates the ability to occasionally lift and/or move up to 15 pounds.
- Demonstrates the physical, mental, and emotional stamina to perform the duties and responsibilities of the position.
- Demonstrates ability to input necessary data into computer terminal and/or create documents, reports and press releases to perform the essential functions of this position.
- Demonstrates an ability to speak clearly and communicate with others.

### **WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are generally clean and quiet although occasional exposure to noise, dust, fumes will occur. A video display terminal, computer, FAX machine, telephone, and normal office equipment are used on a regular basis.