

STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
UNIVERSITY OF HAWAI'I AT MĀNOA  
OFFICE OF THE CHANCELLOR  
OFFICE OF THE VICE CHANCELLOR FOR  
ADMINISTRATION, FINANCE, AND OPERATIONS  
**OFFICE OF CAMPUS SERVICES**

FUNCTIONAL STATEMENT

The Office of Campus Services has functional responsibility for the major ancillary services necessary to operate the campus. These include transportation services, parking operations, food services, bookstore operations, student housing, faculty housing, facilities repairs and renovation, custodial services, utilities management, and grounds maintenance.

Campus services functions are grouped under the major categories of Auxiliary Enterprises and Facilities and Grounds and primarily:

- Maintains and service a fleet of vehicles for use by various campus organizations
- Operates on campus parking facilities for students, faculty, staff, and employees
- Manages contractors to provide food services on campus, in dormitories and athletic events on a retail and catered basis
- Operates a system-wide bookstore operation with outlets on each University campus
- Operates commercial retail outlets for University apparel and other merchandise
- Manages the University's faculty housing facilities
- Manages the overall campus physical infrastructure including roadways, utilities, and utility distribution systems
- Repairs and renovates buildings
- Maintains and landscapes grounds

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**INTRODUCTION**

Provides leadership and coordination in planning, developing, and directing activities relating to UH Manoa Auxiliary Services, the UH Bookstore System, Administrative Services, and systemwide Business Development.

**MAJOR FUNCTIONS**

**DIRECTOR OF AUXILIARY ENTERPRISES**

Plans, organizes, directs, and controls UH Auxiliary Enterprises programs which include: Systemwide business development and commercial enterprise opportunities, administrative services, support services, Manoa campus auxiliary services, systemwide bookstores on eight campuses, and other retail facilities or concessions, both on and off campus.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Auxiliary Enterprises matters.

**AUXILIARY SERVICES**

Plans, organizes, directs, and controls the activities of the following Auxiliary Services programs -- Duplicating Services, Campus Mail Services, Faculty Housing, Food Services, Parking Services, and Transportation Services, in accordance with established policies.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Auxiliary Services matters.

**DUPLICATING & MAIL SERVICES**

Responsible for the daily operations of the Duplicating & Campus Mail sections.

1. Establishes goals and objectives, and directs the daily operations of the Duplicating & Campus Mail programs.
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to other Auxiliary Services programs as needed.

**DUPLICATING**

Responsible for providing efficient, low-cost reprographic services and capabilities through its central facility and satellite copy machine sites.

1. Provides duplicating services to campus users.
2. Provides a centralized service for copy machine maintenance and acquisition.

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3. Issues, evaluates, and controls departmental allocations for reprographic services.
4. Researches technological advances and implements feasible changes.

**MAIL SERVICES**

Provides daily mail pickup and delivery services to Manoa campus departments on a timely, cost-efficient basis.

1. Picks up, sorts, and delivers intra-campus, incoming, outgoing, and state messenger mail.
2. Issues, evaluates, and controls departmental allocations for mail services.
3. Develops and maintains delivery point barcode (Zip + 4) database for Manoa campus departments.
4. Keeps abreast of United States postal service rules and regulations concerning non-profit mailers.
5. Offers a variety of methods to ship mail and parcels.
6. Provides mailbox rental services.
7. Sells a full line of postal services and a variety of mailing supplies, including, stamps, envelopes, boxes, etc.

**FACULTY HOUSING & FOOD SERVICE**

Advises and participates in the development, sale, and mortgage loan assistance of faculty housing properties. Responsible for the daily operations of the Faculty Housing & Food Service sections.

1. Establishes goals and objectives, and directs the daily operations of the Faculty Housing & Food Service sections.
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to other Auxiliary Services programs as needed.

**FACULTY HOUSING**

Provides self-sustaining faculty housing program to assist new faculty members with low-cost, temporary housing during their period of adjustment to local economic conditions. Provides faculty housing units for sale to faculty members.

1. Manages rental agreements for all faculty housing apartments. Operates and maintains the apartment unit rentals.
2. Provides for the acceptance, evaluation, and processing of requests for housing; reviews and approves assignments of leases in accordance with University policies.
3. Conducts preventive maintenance programs, major renovations, and replacement of furniture and equipment, and custodial and grounds maintenance to improve the physical quality of faculty housing, and provides security of the apartments in order to make the faculty housing complex safe and livable.
4. Provides mortgage loan assistance to eligible faculty members interested in purchasing faculty housing units through the University.

**FOOD SERVICE**

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Responsible for satisfying the nutritional needs of the University community by providing choices of products at the lowest possible cost that are high in quality, and with the best possible services.

1. Administers the food service contract for the Manoa campus. Develops contract specifications focusing on the quality of menus, the manner of service, the economy of prices, and merchandising that provides optimal customer satisfaction.
2. Monitors the food service contractor to insure adequate delivery of service, in compliance with the provisions of the contract and applicable codes and ordinances.
3. Serves as liaison with the University community, and ensures customer satisfaction in all aspects of the food service program.

PARKING & TRANSPORTATION

Responsible for the daily operations of the Parking & Transportation sections.

1. Establishes goals and objectives, and directs the daily operations of the Parking & Transportation sections.
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to other Auxiliary Services programs as needed.

PARKING

Responsible for orderly parking and traffic flow on the Manoa campus in accordance with the applicable parking regulations as approved by the Board of Regents.

1. Provides for the allocation and sale of available campus parking spaces to various users on an equitable basis.
2. Repairs and maintains parking areas, participates in the planning of additions and improvements to existing parking areas on campus.
3. Provides emergency repairs for the Manoa campus.
4. Develops and enforces parking regulations and controls vehicular traffic on campus.
5. Provides and manages an appeals process for people contesting parking citations for violating parking regulations on campus.
6. Provides parking-related services for special events held on campus such as sporting events, charity functions, concerts, etc.

TRANSPORTATION

Provides for the rental, purchasing/leasing, preventive maintenance, and repair of University vehicles.

1. Administers services related to the operation of a central motor pool and garage on campus.
2. Prepares specifications and bid proposals for the purchase of motor vehicles based on users' requirements and vehicle replacement program.
3. Conducts preventive maintenance and repairs on vehicles.

BOOKSTORE SYSTEM

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Plans, organizes, directs, and controls University of Hawaii Bookstores located at various campuses throughout the University of Hawaii system.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.
3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Bookstore matters.

UNIVERSITY OF HAWAII AT MANOA BOOKSTORE

Responsible for the daily operations of the University of Hawaii at Manoa Bookstore.

1. Establishes goals and objectives, and directs the daily operations of the Manoa Bookstore, in accordance with the diverse needs of various colleges, schools, and departments of the Manoa campus
2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.
3. Provides support to branch bookstores as needed.

**COMPUTER SALES**

Responsible for the purchase and sale of a variety of computer hardware, software and peripherals to meet the academic needs of the University community. Provides for the repair, maintenance, and servicing of computers purchased through the Bookstore.

1. Plans, orders, merchandises computer hardware, software, and peripherals.
2. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
3. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
4. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.
5. Provides services for repair, maintenance, and servicing of computer hardware sold through the Bookstore.

**ELECTRONIC COMMERCE**

Responsible for managing all business conducted through internet websites, including timely order fulfillment in the electronic sale of books and merchandise, and providing customer service, via the internet.

1. Provides for the timely fulfillment of orders generated via Bookstore related websites.
2. Obtains adequate supply of inventory or arranges for timely transportation of inventory from appropriate sources.
3. Responds to inquiries and concerns initiated by customers via electronic mail.
4. Coordinates marketing efforts to improve and expand electronic commerce.

**MEDICAL BOOKSTORE**

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Responsible for the timely purchase and sale of medical textbooks and medical supplies needed by students.

1. Plans, orders, merchandises all required and optional medical textbooks and medical supplies for the University of Hawaii at Manoa, in accordance with the School of Medicine's unique problem based learning curriculum.
2. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.
3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

**OPERATIONS**

Receiving, Warehousing, Shipping, Custodial Services, and Cashiering.

Responsible for receiving, shipping, and storage of merchandise. Provides general operational support services. Supports and processes all sales, charges, and refund transactions for the entire Manoa campus store.

1. Provides receiving, verifying and tagging of incoming merchandise.
2. Stores merchandise in warehouse facilities or peripheral areas pending display or sale.
3. Provides for pickup, delivery or shipment of Bookstore items, both on and off campus.
4. Maintains cleanliness and good appearance of store and makes minor repairs.
5. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
6. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.
7. Coordinates counting and depositing of all collections (i.e., cash, scholarship charges, departmental requisitions) with the Fiscal Office.
8. Plans, orders, and merchandises graduation announcements, caps and gowns.

**SUPPLIES**

Responsible for the timely purchase and sale of classroom, office, art and laboratory supplies. Provides souvenirs and gift items, and items for personal convenience.

1. Plans, orders, merchandises required classroom supplies, various forms of stationery, convenience items and services.
2. Sells emblematic souvenirs and sports clothing to promote school spirit and promote the University in general.
3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.

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4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

**TEXTBOOKS**

Responsible for the timely purchase and sale of text materials prescribed by faculty.

1. Plans, orders, merchandises all required and optional textbooks (except medical textbooks) for the University of Hawaii at Manoa, including the Outreach College, in accordance with academic schedules.
2. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.
3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

**TRADEBOOKS**

Responsible for the purchase and sale a variety of tradebooks and other merchandise for technical, supplementary, and recreational reading.

1. Plans, orders, merchandises a full line of study aids, reference materials, and various forms of recreational reading.
2. Plans, orders, merchandises all reference books and related materials as required.
3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

**BRANCH STORES**

Provide books and general merchandise at the University of Hawaii at Hilo and Community College campuses in a manner similar to the Manoa store, but adapted to the size and special characteristics of the individual campuses.

1. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds.
2. Counts and deposits all collections, including cash, scholarship charges, and departmental requisitions.

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3. Purchases and provides for sale of all required textbooks in accordance with academic schedules for each campus.
4. Arranges for used book buy-back, where students can sell book back at the end of each semester and the beginning of the Fall and Spring terms.
5. Orients stock to the campus community, purchases and provides for sale of technical books, journals, periodicals, and literature for leisure reading.
6. Purchases and provides for sale of required classroom supplies and a representative stock of supplementary materials, such as notebooks, pencils, binders, etc.
7. Purchases and provides for sale of health and comfort items, for the convenience of the campus community.
8. Provides for sale of computer hardware, software, and peripherals to support customer needs.
9. Stocks and displays merchandise, and maintains cleanliness of the store.
10. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
11. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.
12. Provides for receiving, shipping, and storage of merchandise.
13. Responsible for return of unsold books, and other inventory control procedures.
14. Prepares and processes various administrative and fiscal data (i.e., payables, receivables, overtime requests, student payroll, etc.) through administrative office.

**ADMINISTRATIVE SERVICES**

Plans, organizes, directs, and controls administrative functions of Auxiliary Enterprises, including Advertising, Fiscal Services, Management Information Services, and Personnel.

**FISCAL SERVICES**

Responsible for Auxiliary Enterprises and designated units under the Office of the Chancellor, UH Manoa fiscal controls, financial reporting, non-retail procurement and budgeting.

1. Maintains an accounting system for all Auxiliary Enterprises units, based on and integrated with the University's accounting system.
2. Prepares and analyzes financial and budget reports for all programs.
3. Establishes and enforces fiscal controls and procedures for cash and inventory.
4. Coordinates all audit activities with internal and external audits.
5. Coordinates physical inventory and monitors inventory control.
6. Coordinates investment of available cash.
7. Maintains fiscal records and files.
8. Processes all payments and operates imprest fund account.
9. Monitors non-retail procurement of materials and services, prepares all bid specifications, and administers all contracts for maintenance, lease rental, goods and services.

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10. Processes all accounts receivables, reconciles statements and reports, and monitors credit memos.
11. Count and/or deposit all collections including, cash, scholarship charges, and departmental requisitions.

**MANAGEMENT INFORMATION SERVICES**

Responsible for the system development and maintenance, operations, technical support and management support in all areas of computerized management information systems.

1. Performs systems analysis, design, tests, installations and maintenance for all Auxiliary Enterprises units.
2. Designs, maintains and coordinates Auxiliary Enterprises websites.
3. Develops and controls production schedules for computerized functions for all Auxiliary Enterprises operations and projects.
4. Provides technical assistance, user training, and provides support for all Auxiliary Enterprises information system activities.

**PERSONNEL**

Administers personnel for Auxiliary Enterprises and designated units under the Office of the Chancellor, UH Manoa. Responsible for all matters related to recruitment, selection, benefits, classification, compensation, employee records, training, employee relations, and organization management.

1. Provides assistance in staffing analysis, and ensures that the recruitment and selection process is in accordance with personnel laws and procedures.
2. Administers benefits, leave accounting, and training for designated units. Provides technical advice on position classification matters, and processes classification and compensation transactions.
3. Maintains employee records, and handles all employee relations and grievance matters.
4. Provides technical advice and support in evaluation of organizational structure, and processing organizational changes.

**BUSINESS DEVELOPMENT**

Plans, organizes, directs, and controls business development functions of Auxiliary Enterprises. Researches feasibility of new retail business ventures and implements viable business opportunities. Conducts the advertising and public relations efforts for Auxiliary Enterprises through various media and coordinates promotional activities. Analyzes existing operations and develops plans to improve existing functions.

1. Meets with various company representatives and establishes plans for new business ventures.
2. Oversees management of various business ventures under the purview of the Business Development section.
3. Conducts a program of advertising, promotions, and public relations for Auxiliary Enterprises units through the use of various types of media.
4. Purchases and promotes emblematic merchandise that supports various University of Hawaii programs.