

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**

FUNCTIONAL STATEMENT

**OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION, FINANCE, AND  
OPERATIONS (OVCAFO) – Org Code: MAVCAF**

The OVCAFO provides leadership and executive management over administrative functions and services, as well as campus operations, for the University of Hawai'i at Mānoa. The following units report to the Vice Chancellor:

- Office of Financial Resources Management – Org Code: MAFRMA
- Office of Human Resources – Org Code: MAHRMA
- Office of Campus Services – Org Code: MACPMA
- Office of Physical, Environmental, and Long Range Planning – Org Code: MAPELP
- Office of the Assistant Vice Chancellor for Facilities and Grounds – Org Code: MAAVFG

Through the above units, the OVCAFO provides leadership and executive management over the following functions:

- Financial management for the campus including long range financial planning, financial analysis, financial reporting, budget preparation and budget implementation.
- Human resource administration.
- Campus physical planning and management of space resources.
- Sustainable resource management.
- Facilities renovations and capital improvements.
- Building and grounds maintenance.
- Campus security and emergency management.
- Auxiliary enterprises including parking, food services, transportation services, faculty housing, and bookstore operations.

The OVCAFO has the authority to establish policy and procedures necessary to implement BOR and Executive Policies at the University of Hawai'i at Mānoa as they pertain to campus financial management, physical planning and development, human resources, auxiliary services, and facilities management. The establishment of campus policies are endorsed by VCs, approved by the Chancellor, and disseminated and published by the OVCAFO on the official website.

The OVCAFO consults with other vice chancellors, faculty, staff, students, deans, and directors as appropriate in developing and implementing campus policies and procedures. In addition, the Office coordinates with the offices of the Vice President for Administration, Chief Financial Officer, Vice President for Information Technology, Vice President for Research, and Vice President for Academic Planning and Policy on administrative and financial matters as appropriate.

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**OFFICE OF FINANCIAL RESOURCES MANAGEMENT**

FUNCTIONAL STATEMENT

**OFFICE OF FINANCIAL RESOURCES MANAGEMENT – Org Code: MAFRMA**

The Office of Financial Resources Management has campus-wide responsibility for planning and management of campus finances, and the campus operating and CIP budgets. Functional responsibilities are assigned to sub-units as follows:

**Mānoa Budget Office – Org Code: MABDMA**

- Administers the campus biennial and supplemental budget process including preparation of campus budget instructions, preparation of budget testimonies to the legislature, and analysis of various versions of the budgets.
- Implements the annual campus operating budget including the allocation of appropriated funds; preparation of budget execution and instruction; position control; and the review of unfunded budget proposals.

**Office of Finance and Accounting – Org Code: MAFSAC**

- Prepares and analyzes periodic operating statements in support of the Mānoa Chancellor’s overall management of the campus.
- Prepares intermediate and long term financial projections in support of operating and CIP budgets and the University and campus strategic plans.
- Keeps abreast of University accounting policies and procedures and manages compliance of these among campus fiscal officers.
- Manages Chancellor’s Office budgets.
- Provides fiscal training to campus fiscal officers.

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**OFFICE OF HUMAN RESOURCES**

FUNCTIONAL STATEMENT

**OFFICE OF HUMAN RESOURCES – Org Code: MAHRMA**

The Office of Human Resources is assigned campus-wide functional responsibility for human resources management, except for academic personnel matters. The office develops policies and procedures for the campus necessary to effectively implement Board of Regents (BOR) and Executive policies as they pertain to non-faculty employees of the Mānoa campus.

In addition to the development of effective policies and procedures for the Mānoa campus, the major functional responsibilities of the office include the consistent and effective compliance of these policies and procedures as they pertain to:

**Employee Relations & Benefits – Org Code: MARBHR**

- Serves as Human Resources Officer for members of the Office of the Chancellor and selected Vice Chancellor Offices.
- Serves as contact and liaison with the State Offices related to retirement system, health benefits, social security, etc., to support the day-to-day efforts of the UHM schools/colleges.
- Provides leadership in testing new on-line human resources systems and provides human resources reports to support the management efforts in budget, staffing, and fiscal accountability.
- Reviews and analyzes all appointments/reappointments and other actions relating to Executive employees.

**Classification & Compensation – Org Code: MACCHR**

- Reviews, analyzes, and takes appropriate action on classification and compensation requests related to Executive and Administrative/Professional/Technical (APT) positions.
- Conducts analysis and takes appropriate action relative to hiring above the designated new hire rates, special compensation awards to include in-grade adjustments, re-banding, etc., as delegated by the Chancellor, UHM.
- Ensures that the implementation of classification and compensation plans for Executives and APTs are in compliance with State and Federal laws and University policies and procedures.

**Labor Relations & Staff Development – Org Code: MALSHR**

- Manages human resources administration related to collective bargaining (i.e., civil service, APT, and Executive, as appropriate) interpretations, implementation, and negotiations.
- Conducts internal investigations (to include faculty cases, as needed) on cases of allegations related to employee misconduct such as theft, workplace violence, substance abuse, tardiness, etc.
- Serves as Hearings Officers for grievances filed.
- Advises schools/colleges on human resources management to include addressing issues and concerns relating to employee misconduct or substandard performance, recommending courses of actions, etc.
- Provides staff development and training in areas such as human resources leadership, management, mentoring and support (e.g., care giver classes, social security, health fund programs, etc.) via training and workshops.

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OFFICE OF PHYSICAL, ENVIRONMENTAL, AND LONG RANGE PLANNING

FUNCTIONAL STATEMENT

**OFFICE OF PHYSICAL, ENVIRONMENTAL, AND LONG RANGE PLANNING – Org Code: MAPELP**

The Office of Physical, Environmental, and Long Range Planning has campus-wide responsibility for long-range development plans, space management, analytical studies, capital planning, sustainable physical and community planning, and campus building and landscaping design. Major functions of the Office are as follows:

**Planning/Sustainability – Org Code: MAPSLP**

- Creates and maintains design standards for land and facilities supporting Mānoa programs which incorporate principles of sustainability and environmental responsibility.
- Develops and administers long range physical development plans for the campus as well as lands external to the campus supporting Mānoa programs.
- Works in partnership with Facilities and Grounds to prepare and implement the campus CIP budgets.
- Conducts analyses of institutional plans, academic agendas, and major policies to anticipate future directions affecting long term physical facility requirements for the University of Hawai'i at Mānoa.
- Provides leadership in creating and implementing a comprehensive environmental and energy policy in support of the Campus' strategic sustainability goals.
- Works in partnership with Facilities and Grounds and the campus groups to incorporate sustainability principles into the planning, design, operational, and educational framework of the institution.
- Engages students, faculty, and staff in gaining understanding of our current patterns and consequent behaviors.

**Space Management – Org Code: MASMLP**

- Manages the allocation and reallocation of space on campus to operating units.
- Maintains a database of institutional information supporting the space and physical planning functions of the campus.
- Provides data analysis in support of the space allocation and physical planning functions of the campus.

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**OFFICE OF THE ASSISTANT VICE CHANCELLOR FOR  
FACILITIES AND GROUNDS**

FUNCTIONAL STATEMENT

**OFFICE OF THE ASSISTANT VICE CHANCELLOR FOR FACILITIES AND  
GROUNDS – Org Code: MAAVFG**

This Office oversees the operations of Facilities Management which conducts and coordinates the planning, budgeting, construction, repair, and maintenance of physical facilities for the University of Hawai'i at Mānoa in accordance with approved short-range and long-range development plans and applicable federal, state, and county building codes and standards.

Major functions of this Office include:

- Manages the overall campus physical infrastructure including roadways, utilities, and utility distribution systems.
- Repairs and renovates buildings.
- Provides the full range of administrative support services, including budget preparation and execution, fiscal procurement (including campus-wide contracts), property management, and human resources.
- Provides custodial services for UH Mānoa buildings, including classrooms, laboratories, auditoriums, offices, restrooms, corridors, and other public and general-use areas.
- Provides grounds keeping and landscaping maintenance for UH Mānoa, including lawns, trees, roads, and parking lots/structures.
- Conducts analyses of institutional plans, academic agendas, and major policies to determine best course of action in managing implementation of short range and long range development plans.
- Works in partnership with the Office of Physical, Environmental, and Long Range Planning to prepare and implement the campus CIP budgets.

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**OFFICE OF CAMPUS SERVICES**

FUNCTIONAL STATEMENT

**OFFICE OF CAMPUS SERVICES – Org Code: MACPMA**

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, faculty housing, commercial enterprises, campus security and emergency management. The functions of Campus Services are grouped under the following major categories:

Auxiliary Enterprises – Org Code: MAAUXE (See Chart II)

Campus Security & Emergency Management – Org Code: MACPEM (See Chart III)

Commercial Enterprises: MACOME

**COMMERCIAL ENTERPRISES – Org Code: MACOME**

Responsible for the operation and management of Central Stores, including the online store, bulk selling, delivery of orders, and warehousing

1. Kulanui: Product development, branding, and quality assurance based on student/faculty research and development.
2. Rainbowtique Shops: Burying of apparel, operations of stores, outside sales, and sales during the football season at Aloha Stadium.
3. Operates internet apparel and souvenir sales.
4. Coordinates travel/tours/expansion of life-long learning.
5. Responsible for the operation and management of the Conference Center.

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**AUXILIARY ENTERPRISES**

**AUXILIARY ENTERPRISES – Org Code: MAUXE**

Auxiliary Enterprises provides leadership and coordination in planning, developing, and directing activities relating to UH Manoa Auxiliary Services, the UH Bookstore System, Administrative Services, system-wide Business Development and Conference Center.

The Office of the Director of Auxiliary Enterprises plans, organizes, directs, and controls UH Auxiliary Enterprises programs which include: System wide business development and commercial enterprise opportunities, conference center, administrative services, Manoa campus auxiliary services, system wide 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.

**Business Development – Org Code: MABDAX**

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.

**Conference Center – Org Code: MACCAX**

Provides a program to meet the needs of the University of Hawaii at Mānoa in the area of organizing and managing conferences, institutes and symposia.

1. Provides services to organizations such as the University of Hawaii, State and municipal government agencies, and community groups whose activities are consistent with and have an affinity with the University of Hawaii.
2. Responsible for Conference Center program development, marketing, budgeting and accounting.
3. Responsible for conference management, facilitating and promoting the use of distance technology in course development and delivery.

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**ADMINISTRATIVE SERVICES**

**ADMINISTRATIVE SERVICES – Org Code: MAASAX**

This department plans, organizes, directs, and controls administrative functions of Auxiliary Enterprises, including Advertising, Fiscal Services, Information Technology Management, and Personnel.

**Fiscal Services – Org Code: MAFSAX**

Responsible for Auxiliary Enterprises and designated units under the Office of the Chancellor, UH Mānoa 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.
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.

**Information Technology Management – Org Code: MAITAX**

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 – Org Code: MAHRAX**

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.

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**AUXILIARY SERVICES**

**AUXILIARY SERVICES – Org Code: MAAXAX**

This Office plans, organizes, directs, and controls the activities of the following Auxiliary Services programs – Mail Services, Faculty Housing, Food Services, Parking Services, Transportation Services, and satellite copier service 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.

**Mail Services – Org Code: MADMAX**

This Office is responsible for the daily operations of the Campus Mail section.

1. Establishes goals and objectives, and directs the daily operations of the Campus Mail program.
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.

**Mail Services – Org Code: MAMLAX**

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.

**Faculty Housing & Food Service – Org Code: MAFFAX**

This Office 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 – Org Code: MAFHAX**

Provides self-sustaining faculty housing program to assist new faculty members with suitable 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 – Org Code: MAFOAX**

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 – Org Code: MAPTAX**

This Office is 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 Services – Org Code: MAPARK**

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 Services – Org Code: MATRNS

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.

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**BOOKSTORE SYSTEM**

**BOOKSTORE SYSTEM – Org Code: MABKST**

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.

**Manoa Bookstore – Org Code: MABKMA**

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.

**ECOMMERCE**

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

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.
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.

#### BOOKS

Responsible for the timely purchase and sale of text materials prescribed by faculty and textbooks/merchandise for technical, supplementary, and recreational reading.

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 + a full line of study aids, reference materials, and various forms of recreational reading.
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.

#### 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. The branch stores are as follows:

**UH Hilo Bookstore – Org Code: MABKHI**  
**Honolulu CC Bookstore – Org Code: MABKHO**  
**Kapiolani CC Bookstore – Org Code: MABKKA**  
**Kauai CC Bookstore – Org Code: MABKKU**  
**Leeward CC Bookstore – Org Code: MABKLE**  
**Maui College Bookstore – Org Code: MABKMU**  
**Windward CC Bookstore – Org Code: MABKWI**

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.
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.



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**CAMPUS SECURITY & EMERGENCY MANAGEMENT**

**CAMPUS SECURITY & EMERGENCY MANAGEMENT– Org Code: MACPEM**

Responsible for assuring a safe and secure campus environment that includes the lower campus as well as student and faculty housing complexes.

1. Provides for the protection and security of personnel and property on the Manoa campus on a 24-hour basis throughout the year. Maintains law and order through enforcement of state, city, and/or University laws, regulations, policies, rules, and procedures.
2. Provides 24-hour radio communication and after-hours emergency telephone numbers, monitors emergency call boxes; responds to emergencies such as bomb threats, fights, injuries, or death; renders assistance, e.g., first aid, CPR; conducts investigations.
3. Provides cash pickup/delivery and night escort services; controls crowds at special events.
4. Provides crime prevention and other training/education to the campus community.
5. Works with emergency management representatives and/or teams from the UH System and other campuses to ensure proper training, education, and information is made available to the campus community in the event of a natural or man-made disaster, including hurricanes, tidal waves, terrorist and criminal acts.
6. Trains and equips the UH Mānoa responder and emergency management teams to effectively respond to emergencies.
7. Establishes emergency plans and procedures for the effective management of personnel, funds, equipment, and medical care in the event of a major emergency.
8. Coordinates with applicable city, state, and federal agencies in preparing the UH Mānoa campus for and responding to all hazards, emergencies, and disaster events.

STATE OF HAWAI'I  
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OFFICE OF THE CHANCELLOR  
OFFICE OF THE VICE CHANCELLOR FOR  
ADMINISTRATION, FINANCE AND OPERATIONS  
CAMPUS SERVICES  
**OFFICE OF FACILITIES AND GROUNDS**

FUNCTIONAL STATEMENT

The Office of Facilities and Grounds plans, organizes, and directs activities relating to Facilities Management and Buildings and Grounds Management for the University of Hawai'i at Mānoa.

**FACILITIES AND GROUNDS – Org Code: MAFGMA**

- Provides leadership, direction, and guidance to subordinate supervisory staff in the planning, design, construction, maintenance, and operation of physical facilities and grounds for the University of Hawai'i at Mānoa, in creating a safe environment conducive to learning and research.
- Reviews and approves the preparation and execution of divisional program plans and operating budgets, including the determination of program priorities.
- Establishes, installs, and maintains Facilities Management and Buildings and Grounds Management local area network, database, and information reporting systems
- Provides hardware/software for technical and user training services.

**ADMINISTRATIVE SERVICES – Org Code: MAASFG**

- Provides the full range of administrative support services, which includes budget preparation and execution, fiscal, procurement (including campus-wide contracts) and property management and human resources.
- Conducts analyses of institutional plans, academic agendas, and major policies to anticipate future directions affecting physical plant requirements for the University of Hawai'i at Mānoa.

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OFFICE OF FACILITIES AND GROUNDS  
**FACILITIES MANAGEMENT**

FUNCTIONAL STATEMENT

The Office of Facilities Management conducts and coordinates the planning, budgeting, construction, repair, and maintenance of physical facilities for UH Mānoa in accordance with approved long-range development plans and applicable federal, state, and county building codes and standards.

**PROJECT MANAGEMENT – Org Code: MAPMFM**

- Participates in architectural/mechanical/electrical design documents and reviews for UHM construction projects.
- Provides construction management services for UHM construction projects.
- Maintains communications with the UHM campus community.
- Prepares and maintains project warranty information.
- Establishes, maintains, and improves UHM construction procedures and guidelines.

**ARCHITECTURAL DESIGN – Org Code: MAADFM**

- Prepares architectural plans and specifications and coordinates the preparation of mechanical, electrical, and utility distribution system designs for new/renovation projects performed either internally or by private contractors. Prepares specifications and bidding requirements for projects to be performed by private contractors.
- Develops and schedules preventive maintenance programs for building exteriors, interiors, roofs, and roadways.
- Provides renovation design assistance to departments, including determination of service or maintenance requirements, alternative approaches, and time and cost estimates.
- Reviews departmental service work requests, preparing cost estimates as well as labor and materials requirements for work to be performed by the trade shops.
- Develops space standards and maintains inventory of campus buildings with regard to construction and occupancy, space assignments, keying systems, and utility distribution systems.
- Schedules and coordinates support services for special events.
- Maintains facilities information database.

**MECHANICAL ENGINEERING – Org Code: MAMEFM**

- Prepares and directs the preparation of mechanical/electrical engineering designs and specifications for UHM projects performed either internally or by private contractors and prepares specifications and bidding requirements for projects by private contractors.
- Maintains facilities equipment audit and inventory; manages preventive maintenance programs for mechanical and electrical systems; develops equipment and systems replacement programs in accordance with established industry criteria.
- Provides renovation design assistance to departments, including determination of service and maintenance requirements, alternative approaches, and time and cost estimates.
- Reviews departmental service work requests, preparing cost estimates as well as labor and materials requirements for work to be performed by the trade shops.
- Provides technical support to trade shops.
- Develops and maintains a comprehensive building audit program.

### **ELECTRICAL ENGINEERING – Org Code: MAEEFM**

- Prepares and directs the preparation of mechanical/electrical engineering designs and specifications for UHM projects performed either internally or by private contractors and prepares specifications and bidding requirements for projects by private contractors.
- Maintains facilities equipment audit and inventory; manages preventive maintenance programs for mechanical and electrical systems; develops equipment and systems replacement programs in accordance with established industry criteria.
- Provides renovation design assistance to departments, including determination of service and maintenance requirements, alternative approaches, and time and cost estimates.
- Reviews departmental service work requests, preparing cost estimates as well as labor and materials requirements for work to be performed by the trade shops.
- Provides technical support to trade shops.
- Develops and maintains a comprehensive building audit program.

### **UTILITIES MANAGEMENT – Org Code: MAUMFM**

- Plans, develops, implements, and administers campus-wide utilities and energy conservation programs in concert with Electrical and Mechanical Engineering.

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FACILITIES MANAGEMENT  
**CUSTOMER, LOGISTICAL SERVICES AND SHOP OPERATIONS**  
**Org Code: MACLSS**

FUNCTIONAL STATEMENT

The Customer, Logistical Services and Shop Operations unit provides leadership and supervision over procurement and warehouse services for Facilities Management and Buildings and Grounds Management, minor moving and disposal services and surplus property inventory storage for the Mānoa Campus.

**CUSTOMER SERVICE CENTER – Org Code: MACSFM**

- Maintains a Customer Services Centers, which communicates customer requests and needs to appropriate Facilities Management units from the University community.

**ELECTRIC SHOP – Org Code: MAESFM**

- Maintains, repairs and installs all facility electrical systems and equipment, including primary and secondary voltage transformer, cabling/wiring, switch gear, load centers, fixtures and other related appurtenances at UH Mānoa.

**WAREHOUSE/INVENTORY – Org Code: MAWIFM**

- Provides procurement and warehouse services to Facilities Management and Buildings and Grounds Management; provides for storage, transfer, and disposal of personal property; and maintains surplus inventory for the campus community.

**TRUCKING – Org Code: MATRFM**

- Provides trucking, moving and disposal services to the campus community.

**PROCUREMENT – Org Code: MAPCFM**

- Purchases materials and supplies for shop and warehouse.

**CARPENTER SHOP – Org Code: MACAFM**

- Repairs, constructs and installs rough and finished carpentry work and building hardware at UH Mānoa.

**PLUMBING SHOP – Org Code: MAPLFM**

- Repairs, maintains and installs plumbing systems, fixtures and equipment at UH Mānoa.

**PAINT SHOP – Org Code: MAPAFM**

- Refinishes, repaints and maintains all existing painted and newly constructed surfaces at UH Mānoa.

**AIR CONDITIONING REPAIR AND MAINTENANCE SHOP – Org Code: MAAMFM**

- Repairs and maintains campus structures, building hardware, equipment and utility distribution systems at UH Mānoa.

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**BUILDINGS AND GROUNDS MANAGEMENT**  
**Org Code: MABDGM**

FUNCTIONAL STATEMENT

The Buildings and Grounds Management (BGM) unit is responsible for overseeing the maintenance and landscape of campus grounds.

**BUILDING SERVICES – Org Code: MABDBG**

- Supervises building support services that include custodial care, carpet cleaning.
- Administers registration class applications for entry-level janitors for the UH System

Crew 1 – Org Code: MAC1BG: Provides custodial services for UH Mānoa buildings, including classroom, laboratories, auditoriums, offices, restrooms, corridors, and other public or general-use areas (Group 1 thru 7).

Crew 2 – Org Code: MAC2BG: Provides custodial services for UH Mānoa buildings, including classroom, laboratories, auditoriums, offices, restrooms, corridors, and other public or general-use areas (Group 8 thru 14).

Crew 3 – Org Code: MAC3BG: Provides custodial services for UH Mānoa buildings, including classroom, laboratories, auditoriums, offices, restrooms, corridors, and other public or general-use areas (Group 15 thru 20).

Housekeeper – Org Code: MAHKBG: Responsible for all household cleaning of the University President's residence including the main house and guest cottage.

Carpet Cleaners – Org Code: MACCBG: Provides carpet cleaning and floor polishing services to on-campus facilities.

**GROUNDS – Org Code: MAGDBG**

- Responsible for the supervision of the maintenance of grounds maintenance services and refuse collection.
- Administers registration class applications for entry-level groundskeepers for the UH System.
- Administers and coordinates recycling operations for UH Mānoa.

Landscaping – Org Code: MALSBG: Supervises, assigns, coordinates, and account for work of landscaping employees.

Nursery – Org Code: MANRBG: Provides maintenance and care to trees, plants, and foliages.

Equipment Support – Org Code: MAESBG: Operates and maintains heavy equipment to service campus facilities.

Pesticide Control – Org Code: MAPCBG: Controls weeds, insects, and diseases in campus landscapes.

Tree Trimmer – Org Code: MATTBG: Maintains campus trees.

Irrigation – Org Code: MAIRBG: Repairs, installs, and maintains irrigation system at UH Mānoa.

Labor Support – Org Code: MALABG: Provides labor support to tree trimmer, sprinkler repairer and recycling.

Refuse – Org Code: MARFBG: Provides refuse collection as well a special and bulk disposal services for UH Mānoa.

Grounds Maintenance – Org Code: MAGMBG: Supervises a work crew and section workers in performing a variety of manual tasks in cleaning, caring and maintenance of landscaped areas.

Makai Crew – Org Code: MAMKBG: Care and maintenance of campus landscape on the Makai side of the UH Campus.

Mauka Crew – Org Code: MAMUBG: Care and maintenance of campus landscape on the Mauka side of the UH Campus.

Power Mower Operators – Org Code: MAPMBG: Care and maintenance of campus lawn.