

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 Planning and Facilities – Org Code: MAAVFG
- Office of Campus Services – Org Code: MACPMA

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 services 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 President and Senior Management Team 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 PLANNING AND FACILITIES

FUNCTIONAL STATEMENT

OFFICE OF PLANNING AND FACILITIES – Org Code: MAAVFG

The Office of Planning and Facilities (OPF) plans, organizes, directs and executes activities relating to overall campus planning, repair and maintenance of facilities, as well as provides services for design, construction and the overall management of the grounds, buildings and infrastructure of the University of Hawai‘i at Mānoa. This Office provides leadership, strategic direction and guidance in the planning, design, construction, maintenance, and operations of physical facilities and grounds to create a safe environment conducive to learning and research. This unit works to preserve the integrity of the campus and ensures projects and plans fit within a larger framework and long-term campus vision.

OPF is comprised of the following five (5) functional areas:

- Office of Support Services
- Planning Office
- Facilities Management Office
- Buildings & Grounds Management
- Campus Operations

Planning Office – Org Code: MAPELP

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

- 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 UH Mānoa programs.
- 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 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 of facilities use and consequent impacts and opportunities.
- 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 SUPPORT SERVICES

FUNCTIONAL STATEMENT

OFFICE OF SUPPORT SERVICES – Org Code: MAASPF

The Office of Support Services provides a range of administrative services to support the overall integration and efficiency of the Office of Planning and Facilities and to ensure a high level of customer service through the operations of the below four (4) functional areas. This Office conducts analysis and provides reports as required, and to measure the effectiveness of the OPF operation to meet its goals and to support the campus.

Fiscal Services – Org Code: MAASFG

- Administers budget preparation, analysis, reports and execution, fiscal, procurement (including campus-wide contracts) and property management under the purview of the OPF.
- Responsible for the financial planning, management, and control of OPF funds and accounts.
- Advises and assists OPF units in budgetary planning, preparation, and execution.
- Provide reliable financial data and analysis for quality management decisions.
- Procurement services including the purchase of materials and supplies for the efficient operation of OPF projects and functions.

Customer Service & Information Management – Org Code: MACSFM

- Manages and maintains the campus work order system.
- Communicates university customer requests and needs to appropriate OPF units.
- Improves communication with and between internal and external constituents on OPF actions and projects.
- Provides support to improve and expand customer service to internal and external constituents of OPF.
- Provide and share accurate data/information to assist OPF and campus units improve workflow and make informed decisions.
- Ensures the direction of campus projects is in alignment with energy conservation and efficiency efforts.
- Provides IT support services to the OPF operation including hardware and software management, web services, support to ensure the most effective work order processing and communication among the various OPF units.
- Serves as information management hub to collect data, provide analysis, and develop reports for the various OPF units and campus constituents.
- Schedules and coordinates support services for special events.

Human Resources – Org Code: MAHRFM

- Central coordination of human resource administration for OPF.
- Provides personnel services to all OPF units, including recruitments, appointments, classification and compensation, promotions, and leave and benefits.
- Provides staff training and development.
- Provides guidance, consultation, analysis, reporting and staff assistance to OPF units to meet immediate or long-range goals.
- Ensures personnel actions are in compliance with federal, state, and university laws and policies.

Warehouse/Inventory – Org Code: MAWIFM

- This support unit provides warehouse and inventory services for OPF operations including storage, transfer, and disposal of materials and property and the maintenance of surplus inventory for the campus community.

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FACILITIES MANAGEMENT OFFICE

FUNCTIONAL STATEMENT

FACILITIES MANAGEMENT OFFICE – Org Code: MAFACM

The Facilities Management Office (FMO) conducts and coordinates the planning, budgeting, construction, repair, and maintenance of physical facilities in accordance with approved long-range development plans and applicable federal, state, and county building codes and standards. This Office collaborates closely with the Planning Office and helps to ensure all planning for, and actions on, the physical plant are in support of the campus strategic plan and its educational, research and student life missions. The FMO provides analysis and reports on repair, maintenance, design and construction projects to measure the compliance with campus and OPF goals. The FMO is comprised of the following five (5) functional areas:

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.
- Works with architectural design team from start of projects to ensure effective management of consultants and contractors for the purpose of providing the highest level of services from consultants and contractors and an excellent final product for the campus.

Architectural Design – Org Code: MAADFM

- Prepares and/or reviews and directs the 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 consultants and contractors. Prepares and/or reviews the specifications and bidding requirements for projects to be performed by private consultants and contractors.
- Coordinates with the Shops director and/or Shops superintendent and director of Buildings and Grounds and schedules repairs and maintenance, preventive maintenance programs for all relevant buildings, building subsystems, infrastructure and grounds.
- Coordinates with the Planning Office, CM team, Shops, Buildings and Grounds Offices on larger repairs, building renovations and new construction projects.
- 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.
- Maintains an inventory of campus buildings with regard to CRDM, HSCR, CIP, construction schedules, facilities conditions keying systems, and utility distribution systems.
- Maintains facilities information database.
- Provides oversight responsibility for the integration of all relevant architectural, mechanical, electrical, Shops and Grounds projects to ensure the overarching campus goals and integrative opportunities are captured for all projects.

Mechanical Engineering – Org Code: MAMEFM

- Prepares and/or reviews and directs the preparation of mechanical/electrical engineering designs and specifications for UHM projects performed either internally or by private consultants and contractors and prepares and/or reviews specifications and bidding requirements for projects by private consultants and contractors.
- Maintains facilities equipment audit and inventory; coordinates with all repair and maintenance and preventive maintenance programs for mechanical, plumbing 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.
- Provides planning and design services for setting campus goals regarding the design, repair, management and operations of all components related to mechanical engineering functions on the campus.
- 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.
- Supports the planning, development and implementation of campus-wide utility planning, improvements and repairs and energy conservation, energy efficiency and renewable energy programs in concert with the Planning Office, Electrical Engineering, and other key campus units.

Electrical Engineering – Org Code: MAEEFM

- Prepares and/or reviews and directs the preparation of mechanical/electrical engineering designs and specifications for UHM projects performed either internally or by private consultants and contractors and prepares and/or reviews 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.
- Provides planning and design services for setting campus goals regarding the design, repair, management and operations of all components related to electrical engineering functions on the campus.
- 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.
- Supports the planning, development and, implementation, of campus-wide utility planning, improvements and repairs and energy conservation, energy efficiency and renewable energy programs in concert with the Planning Office, Electrical Engineering and other key campus units.
- Develops and maintains a comprehensive building audit and electrical grid program.

Research Revolving Fund – Org Code: MARSFM

- Provides support and management of projects and initiatives related to physical plant improvements in support of the campus research enterprise.
- Ensures research-related projects are integrated with campus-based planning and design and is consistent with the long-range development plan and sustainability efforts of the University.

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BUILDINGS & GROUNDS MANAGEMENT

FUNCTIONAL STATEMENT

BUILDINGS & GROUNDS MANAGEMENT – Org Code: MABDGM

The Buildings & Grounds Management (BGM) unit is responsible for overseeing the maintenance and landscape of campus buildings and grounds. This unit works in partnership with campus units to meet and implement the energy and sustainability needs and priorities of the University and to efficiently complete projects and day-to-day operations and maintenance services.

Building Services – Org Code: MABDBG

This unit supervises building support services including custodial care, carpet cleaning and administers registration class applications for entry-level janitors for the UH System.

Housekeeper – Org Code: MAHKBG:

This unit is responsible for all household cleaning of the University President’s residence including the main house and guest cottage.

Carpet Cleaners – Org Code: MACCBG:

This team provides carpet cleaning and floor polishing services for on-campus facilities.

Crew 1 (Makai) – Org Code: MAC1BG:

This team 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) – see Chart IV-A.

Crew 2 (Ewa) – Org Code: MAC2BG:

This team 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) – see Chart IV-A.

Crew 3 (Mauka) – Org Code: MAC3BG:

This team 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) – see Chart IV-A.

Grounds – Org Code: MAGDBG

This unit is responsible for the supervision of grounds maintenance services and refuse collection, administers registration class applications for entry-level groundskeepers for the UH System, and coordinates recycling operations for UH Mānoa. The two (2) main functions under this unit are Landscaping and Grounds Maintenance.

Landscaping – Org Code: MALSBG – see Chart IV-B

This unit supervises, assigns, coordinates, and account for work of landscaping employees.

Pesticide Control – Org Code: MAPCBG

This team controls weeds, insects, and diseases in campus landscapes.

Irrigation – Org Code: MAIRBG

This team repairs, installs, and maintains irrigation system at UH Mānoa.

Labor Support – Org Code: MALABG

This team provides labor support to tree trimmer, sprinkler repairer and recycling.

Mason – Org Code: MAMSBG

This team lays building materials, including concrete and brick, and constructs or repairs surfaces or structures.

Tree Trimmer – Org Code: MATTBG

This team maintains campus trees.

Nursery – Org Code: MASRBG

This team provides maintenance and care to trees, plants, and foliage.

Refuse – Org Code: MARFBG

This team provides refuse collection as well as special and bulk disposal services for UH Mānoa.

Equipment Support – Org Code: MAESBG

This team operates and maintains heavy equipment to service campus facilities.

Grounds Maintenance – Org Code: MAGMBG – See Chart IV-C

This unit supervises and performs a variety of manual tasks in cleaning, caring and the maintenance of landscaped areas.

Makai Crew – Org Code: MAMKBG

This team is responsible for the care and maintenance of campus landscape on the Makai side of the UH Campus.

Power Mower Operators – Org Code: MAPMBG

This group is responsible for the care and maintenance of campus lawn.

Mauka Crew – Org Code: MAMUBG

This team is responsible for the care and maintenance of campus landscape on the Mauka side of the UH Campus.

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CAMPUS OPERATIONS

FUNCTIONAL STATEMENT

CAMPUS OPERATIONS – Org Code: MACLSS

Campus Operations (CO) provides leadership and supervision over trade shop services for the UH Mānoa Campus. This unit coordinates closely with the Work Coordination Center, BGM and the mechanical, electrical and architectural departments in FMO. It develops the preventive maintenance program for the shops and the shop's zone management program. It supports the energy and resource conservation and management efforts for the campus.

Electric Shop – Org Code: MAESFM

This unit works closely with other CO groups and 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.

Carpenter Shop – Org Code: MACAFM

This unit works closely with other CO groups and repairs, constructs and installs rough and finished carpentry work and building hardware at UH Mānoa.

Air Conditioning Repair and Maintenance Shop – Org Code: MAAMFM

This unit works closely with other CO groups and repairs and maintains campus structures, building hardware, equipment and utility distribution systems at UH Mānoa.

Plumbing Shop – Org Code: MAPLFM

This unit works closely with other CO groups and repairs, maintains and installs plumbing systems, fixtures and equipment at UH Mānoa.

Paint Shop – Org Code: MAPAFM

This unit works closely with other CO groups and refinishes, repaints and maintains all existing painted and newly constructed surfaces at UH Mānoa.

Trucking – Org Code: MATRFM

This unit works closely with other CO groups and provides trucking, moving and disposal services to the campus community.

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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 of the campus. These include Fleet Services, Commuter Services, Food Services, Bookstore operations, University Housing, Commercial Enterprises, and the Department of Public Safety. The functions of Campus Services are grouped under the following major categories:

Auxiliary Services – Org Code: MAAXAX

Bookstore System – Org Code: MABKST

Department of Public Safety – Org Code: MACPEM

Commercial Enterprises – Org Code: MACOME

Campus Services provides leadership and coordination in planning, developing, and directing activities for the major groups mentioned above. These programs are supported by the Administrative Services and Marketing and Communications. The Office of the Director of Campus Services plan, organizes, directs the programs in Campus Services with responsibilities that include:

1. Implements policies as directed by University Administration, establishes procedures, 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. Liaise with University students, faculty, administrators, community groups, legislature, and other relevant and/or appropriate units on Campus Services related matters.

Marketing and Communications – Org Code: MAMCAX

Conceives, plans, coordinates, advises on, and/or implements the marketing and communications functions for all departments of Campus Services and the division as a whole. Assists in the development of key messages and educates stakeholders on the products, services, and/or values of the various entities.

1. In conjunction with managers of each of the Campus Services divisions, determines their distinct promotional and/or public relations goals and objectives.
2. Provides counsel on and execution of marketing strategies, including but not limited to advertising, collateral materials, websites, newsletters, social media, special events, and grassroots outreach. Oversees market research studies.
3. Provides counsel on and execution of communications efforts, including but not limited to media relations, reputational management, external and internal announcements and notices. Works in conjunction with other University communications offices.
4. Designs and produces artwork for emblematic merchandise.

Commercial Enterprises– Org Code: MACOME

Responsible for developing products and services to be sold for commercial purposes that help to market the University and to enable Commercial Enterprises to become self-supporting.

1. Product development, branding, and quality assurance based on student/faculty research and development.
2. Buying of apparel, operations of stores, and outside sales.
3. Operates internet apparel and souvenir sales.
4. Responsible for the operation and management of the Conference Center.

Conference and Event Services – Org Code: MACCAX

Provides a program to meet the needs of the University of Hawai'i at Mānoa and other state agencies in the area of organizing and managing conferences, institutes, trainings, and symposia.

1. Provides services to organizations such as the University of Hawai'i System, State and municipal government agencies, and community/non-profit groups whose activities are consistent with academia, research, professional development, and life-long learning.
2. Responsible for Conference Center program development, marketing, budgeting and accounting.
3. Responsible for conference management, including coordinating logistical needs, registration requirements, travel arrangements, and fiscal management for conferences, institutes, trainings, and symposia across the state of Hawai'i.

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ADMINISTRATIVE SERVICES

ADMINISTRATIVE SERVICES – Org Code: MAASAX

This department plans, organizes, directs, and controls administrative functions of Campus Services, including Fiscal Services, Information Technology Management, and Human Resources.

Fiscal Services – Org Code: MAFSAX

Responsible for Campus Services, UH Mānoa fiscal controls, financial reporting, procurement and budgeting.

1. Maintains an accounting system for all Campus Services 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. Maintains fiscal records and files.
7. Processes all payments.
8. Monitors procurement of materials and services, prepares all bid specifications, and administers all contracts for maintenance, lease rental, goods and services.
9. Processes all accounts receivables, reconciles statements and reports, and monitors credit memos.
10. 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 Campus Services units.
2. Coordinates development and programming and assists Marketing and Communications in design and maintenance of Campus Services websites.
3. Develops and controls production schedules for computerized functions for all Campus Services operations and projects.

4. Provides technical assistance, user training, and provides support for all Campus Services information system activities.

Human Resources – Org Code: MAHRAX

Administers Human Resources for Campus Services, UH Mānoa. 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 human resources 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, University Housing, Food Services, Commuter Services, and Fleet Services.

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

UNIVERSITY HOUSING, FOOD SERVICES, & MAIL SERVICES – Org Code: MAHFMX

This Office advises and participates in the development, sale, and mortgage loan assistance of university housing properties. Responsible for the daily operations of the University Housing, Mail Services, & Food Services sections.

1. Establishes goals and objectives, and directs the daily operations of University Housing, Mail Services, & Food Services 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.

University Housing – Org Code: MAFHAX

Provides self-sustaining university housing program to assist new employees with suitable temporary housing during their period of adjustment to local economic conditions. Provides university housing condominium units for sale, when directed by Administration.

1. Manages rental agreements for all university 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 university housing, and provides security of the apartments in order to make the university housing complex safe and livable.

4. Provides mortgage loan assistance to eligible employees interested in purchasing off-campus housing 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 contracts for the Mānoa 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 contractors to insure adequate delivery of service, in compliance with the provisions of the contracts 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.

Mail Services – Org Code: MAMLAX

Provides daily mail pickup and delivery services to Mānoa 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. Keeps abreast of United States postal service rules and regulations concerning non-profit mailers.
4. Offers a variety of methods to ship mail and parcels.
5. Provides mailbox rental services.

Commuter & Fleet Services – Org Code: MAPTAX

This office is responsible for the daily operations of the Commuter & Fleet Services (formerly Parking & Transportation) sections.

1. Establishes goals and objectives, and directs the daily operations of the Commuter & Fleet Services 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.

Commuter Services – Org Code: MAPARK

Responsible for orderly parking and traffic flow on the Mānoa 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. Develops and enforces commuter services regulations and controls vehicular traffic on campus.
4. Provides and manages an appeals process for people contesting parking citations for violating parking regulations on campus.
5. Provides commuter services for special events held on campus such as sporting events, charity functions, concerts, etc.
6. Oversees the planning and implementation of the Transportation Demand Management Plan for the campus.

Fleet Services – Org Code: MATRNS

Provides the state-wide University system with a safe and economical transportation fleet program and related services for University units requiring the use of vehicles in connection with official University-related business. Fleet Services is responsible for the purchasing, leasing, licensing, insuring, disposal, preventive maintenance, repair and fueling 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.
4. Reviews and approves all University vehicle acquisition requests for cost, appropriateness and compliance to established policies.

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OFFICE OF CAMPUS SERVICES
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.

Books – Org Code: MABKBK

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

1. Plans, orders, merchandises all required and optional course materials (except medical textbooks) for the University of Hawaii at Mānoa 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 point-of-sale 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.

Mānoa Bookstore – Org Code: MABKMA

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

1. Establishes goals and objectives, and directs the daily operations of the Mānoa Bookstore, in accordance with the diverse needs of various colleges, schools, and departments of the Mānoa 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.

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. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds.
8. Coordinates counting and depositing of all collections (i.e., cash, scholarship charges, departmental requisitions) with the Fiscal Office.

Branch Bookstores - Org Code: MABRBK

Provide books and general merchandise at the University of Hawaii at Hilo, University of Hawai'i West O'ahu and Community College campuses in a manner similar to the Mānoa 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

Kapi'olani 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

UH West O'ahu Bookstore – Org Code: MABKWO

Store I

Store I Branch Bookstores provide Bookstore services to Colleges and Community Colleges that have 4-year degree programs and/or experience a high volume of sales and inventory due to the large volume of courses offered. Store I's manage a large number of Bookstore staff and are at times involved in the research and implantation of special projects and programs for their respective Bookstores. The Store I Branch Bookstores are UH Hilo Bookstore, Honolulu CC Bookstore, Kapi'olani CC Bookstore, Leeward CC Bookstore, Maui College Bookstore, Windward CC Bookstore, and the UH West O'ahu Bookstore.

Store II

The Store II Branch Bookstores provide Bookstore Services to the Community Colleges that offer 2-year degree programs. Store II Branch Bookstores have lower levels of inventory due to the limited number of courses associated with the programs offered from their respective Colleges. The Store II Branch Bookstores are Kaua'i Community College, and the Windward Community College.

All of the Branch Bookstores support the University of Hawai'i by providing the following services.

1. Provides assistance to all customers of the store, and operates point-of-sale 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 course materials 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.

Buying Group – Org Code: MABYBK

Responsible for the purchasing of merchandise in larger quantities to strategically benefit from economies of scale and bulk purchasing power. Provides buying, inventory, and merchandise support to the branch stores.

1. Plans, orders, distributes merchandise from vendors that the smaller branch stores may not be able to order from as they may not be able to meet minimums for ordering or shipping.
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 branch stores with product information, customer assistance, communication with vendors, product research for special orders.
4. Coordinates delivery and distribution of merchandise to the branch stores.
5. Strategically plans merchandise purchases to take advantage of bulk purchasing power, selects merchandise to meet the demands of the customers on the campuses, and keeps abreast of emerging trends in the marketplace.

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 point-of-sale 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. Responsible for emblematic apparel section of sales floor in the Mānoa Bookstore, including maintaining stock on the floor and sales staff coverage and training on product knowledge.

1. Provides for the accurate and timely fulfillment of orders generated via Bookstore and related websites. Responds to inquiries and concerns initiated by customers via telephone, mail, and electronic mail.
2. Sells emblematic souvenirs and sports clothing to promote school spirit and promote the University in general.

3. Coordinates marketing efforts to promote, improve, and expand electronic commerce.
4. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales transactions. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, maintains cleanliness of sales floor. Provides general clerical support for the entire store.

Campus Solutions

Responsible for providing duplicating and document finishing services for the campus community. Maintains and facilitates the Satellite Copier Program to provide copy machines to departmental offices on the various campuses. Provides bulk office supplies for departmental purchase on the various campuses.

1. Oversees the daily operation of the Rainbow Business Center to provide document duplicating and finishing services, color copies, fax services, self-service copier, mailbox rentals, and photo printing services.
2. Administers and maintains contracts for the Satellite Copier Program to provide leased copiers to the various departments.
3. Plans, orders, and provides for sale and delivery of bulk office supplies purchased through the UH Campus Source program.
4. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
5. Markets and promotes services for the Rainbow Business Center, UH Campus Source, and the Satellite Copier Program.

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 related items to promote school spirit and promote the University in general.
3. Plans, orders, and merchandises graduation announcements, caps and gowns.
4. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.
5. Provides assistance to all customers of the store, and operates point-of-sale to record various types of sales and refunds. Provides services for off-campus and outreach programs.
6. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

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DEPARTMENT OF PUBLIC SAFETY

DEPARTMENT OF PUBLIC SAFETY– Org Code: MACPEM

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

1. Provides for the protection and security of personnel and property on the Mānoa campus on a 24-hour basis throughout the year. Maintains order through enforcement of University laws, regulations, policies, rules, and procedures. Abides by federal, state, city laws and ordinances.
2. Provides 24-hour radio communication and after-hours emergency telephone numbers, monitors emergency call boxes; responds to emergencies such as bomb threats, altercations, 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, tsunamis, 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.