

STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
UNIVERSITY OF HAWAII AT MĀNOA  
MĀNOA OFFICE OF BUSINESS AND FINANCE  
**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 as well as advertising, collateral materials, websites, newsletters and social media for all Campus Services divisions.

### **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: MACCA**

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 Services – 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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**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 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, tagging, and floor prepping (folding, hanging, pricing, security 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, University of Hawai'i Maui College, 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 books 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.