



## POSITION DESCRIPTION

Department:	Facilities Customer & Business Services
Classification Title:	Administrator I
Working Title:	Customer and Financial Services Manager
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

## POSITION SUMMARY

Facilities Management and Development (FMD), a unit within the Administration and Finance Division (AFD), is responsible for the planning, design, construction, operations, maintenance, and repair of university facilities, grounds, and infrastructure. FMD consists of four critical and interdependent support departments, including Customer & Business Services; Energy, Utilities, & Sustainability; Facilities Planning & Capital Projects; and Facilities Operations. In support of the Cal Poly mission, the Facilities Management & Development department is committed to sustainability, responsible stewardship of natural resources, and promoting an inclusive culture that values individual and organizational integrity, civility, equity, and diversity.

Under the general direction of the Executive Director of Customer and Business Services (CBS), the incumbent will serve as a resource for FMD management and leadership in administering and oversight of a comprehensive budget development program, financial policies, reporting, and training, and fiscal leadership. The incumbent will serve as the organization’s primary resource to support FMD in all aspects of customer service and work control requests. This position will interface closely with campus Budget and Finance, Strategic Business Services, and campus customers to assure consistent application of CSU/University policies, procedures, practices, and compliance with collective bargaining agreements.

## DUTIES AND RESPONSIBILITIES

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

### ESSENTIAL JOB FUNCTIONS

**DAILY**

**90%**

#### Financial Management:

- Assist with FMD budget development for all departments and funds within FMD.
- Create and distribute monthly financial reports and review with FMD management.
- Review, analyze, approve, and forecast various departmental expenses for the current and upcoming fiscal years.
- Distribute budget by funds and accounts according to the Capital Outlay and Maintenance CSU Policy and Facilities Information and Resources Management System (FIRMS).
- Assist with project forecasting, contingencies, project time frame, and projections of project commitments.
- Analysis of the recharge reimbursement component.

- Develop processes and conceive of new approaches and solutions for business processes; address problems and issues associated with providing planning, analysis, and administrative support to FMD employees with budgetary responsibility.
- Hire, lead, and develop high-performing direct reports to achieve identified strategies and daily operational effectiveness. Provide frequent feedback regarding performance and progress on established goals and objectives.
- Coordinate budgeting for all FMD salaries and benefits and communicate with management if requesting a change or completing a recruitment.
- Provide training and support to management and supervisory staff regarding purchasing methods for contracts, services, equipment, and supplies purchases, using SUAM and State purchasing requirements.
- Provide training and support to FMD financial users on policies, procedures, and systems. Update the applicable financial policies and procedures to ensure compliance with applicable regulations and procedures.

**Customer Service:**

- Manage a team of Customer Support staff to help support the campus’s facility needs. This includes but is not limited to department-wide work intake, lost and found, coordination of purchasing and travel needs, notifications, timekeeping, telephone coordination, assisting with invoice processing support, and FMD website management.
- Primary point of contact for campus business partners and entities on sensitive, confidential, and/or urgent FMD requests; facilitate communication and resolution of concerns.
- Create, maintain, and update facility building reference materials such as, but not limited to, SharePoint, informational flyers, and customer specific presentations.
- Oversee service request initiations, labor and materials entry, and work order closing in the Integrated Workplace Management System (IWMS); ensuring the use of correct information has been recorded timely.
- Serve as an integral member of process improvement for FMD as it relates to IWMS, work control, communications, and finances.
- Support the development of university branded temporary and semi-temporary signage in compliance with campus and department branding standards.
- Organize, lead, and present the FMD annual summit showcasing FMD services to the campus and coordinate with other business partners for their presentation.

**OTHER RELATED JOB FUNCTIONS**

**AS NEEDED**

**10%**

- Perform other job-related duties and special projects as assigned.
- Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions.
- Assist as back-up / cross-train various functions within the department.

**REQUIRED EDUCATION, EXPERIENCE, AND CREDENTIALS**

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**EDUCATION AND EXPERIENCE:**

Bachelor’s Degree from a four-year accredited college or university AND five (5) years of progressively responsible experience in financial management, with direct responsibility for budget

and financial oversight, including two (2) years progressively responsible experience in customer service.

## **REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES**

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- Demonstrated skill in fiscal analysis, budget organization, planning, and administration.
- Thorough knowledge of basic principles of accounting and financial management; a general knowledge of business system applications and software, including standalone systems and enterprise-scale technologies.
- Demonstrated ability to effectively supervise and manage others, including delegation of work assignments and problem resolution.
- Demonstrated knowledge of a wide range of effective business practices, including but not limited budget, accounting, financial systems, and data analytics.
- Demonstrated experience identifying areas of improvement based on department needs, changes in policy, regulations, Federal and State statutes, etc.; and the ability to provide recommendations for improvement to existing processes and procedures to provide continual improvement in financial operations for the department and University.
- Ability to maintain high quality/standards of work, leadership, ethics, commitment, and professional responsibility and judgment; and ability to represent the University and its interests in a professional and conscientious manner.
- Ability to interact and communicate in an effective and dependable manner, as well as establish and maintain cooperative working relationships with clientele such as students, staff, faculty, and other co-workers.
- Ability to independently interpret, explain, and apply a variety of complex statutes, regulations, codes, collective bargaining provisions, policies and procedures.
- Demonstrated ability to comprehend financial reports prepared in accordance with Generally Accepted Accounting Principles (GAAP).
- Strong analytical reasoning and problem-solving skills including the ability to gather, interpret, and assess information/data from a variety of sources in support of recommendations; and the ability to formulate well-reasoned courses of action of solutions to complex problems.
- Ability to take initiative, anticipate problems, and solving issues in an imaginative, thorough, and practical timely manner.
- Ability to assess opportunities for and integrate technology into work environments to increase effectiveness, efficiency, and communication.
- Ability to promote a positive working environment, spirit of corporation, and positive relations towards change, and conflict resolution. Ability to build a consensus between and among individuals and groups with diverse interests.
- Highly motivated and solution oriented with a high degree of ethics and integrity and dedication to the mission of the University.
- Excellent communication skills; ability to effectively communicate complex information in a clear and understandable manner to a diverse audience, both verbally and in writing; and demonstrated skill in training/instructing others.
- Demonstrated ability to exercise tact, sound judgment, diplomacy, and discretion to effectively handle a broad range of high level, sensitive situations, and confidential information and data, and to respond appropriately to conflicts and problems.

- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating, overlapping and time-sensitive deadlines with a high level of detail and accuracy.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, presentation software, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

### **PREFERRED SKILLS AND EXPERIENCE**

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- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Management and budgetary experience in higher education setting, preferably in a large unionized public or private organization.
- Knowledge of state governmental regulations and public policy.
- Knowledge of the State of California budget structure as it specifically relates to the CSU; and an understanding of the State Budget Act.
- Knowledge of CSU policies, state statutes, regulations, and codes under which the CSU operates.
- Experience working with relational databases such as PeopleSoft and Oracle Dashboards.

### **SPECIAL CONDITIONS**

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- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

### **SIGNATURES:**

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**INCUMBENT:** I have read this position description and understand its contents.

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INCUMBENT NAME

SIGNATURE

DATE

**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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IMMEDIATE SUPERVISOR

TITLE

SIGNATURE

DATE

**HUMAN RESOURCES USE ONLY**

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: Administrator I
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3318
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: M80
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: F-12-6
<input type="checkbox"/> COI Position		Classifier Initials: AT
Recruitment Number: _____		Date: 8/13/24