
Auburn University Job Description

Job Title: **Mgr, Contract Services**

Job Family: No Family

Job Code: **NC60**

Grade FM16 \$54,100-\$92,000

FLSA status: Exempt

Job Summary

Reporting to the Assistant Director of Campus Services, the Manager of Contract Services is responsible for the oversight, coordination and management of outsourced contracts and strategic sourcing initiatives for Campus Services at Auburn University. The largest of these contracts is the custodial contract responsible for over four million square feet of cleanable space. Works in conjunction with the applicable disciplines to provide sourcing, RFP and contracting expertise in support of their efforts. Interpret contracts and system needs, thinks strategically, effectively manages projects from beginning to end, translates objectives, executes outcomes, presents project deliverables, and delivers fully executed contracts.

Essential Functions

1. Serves as a point of contact for outside contractors and ensures work is completed to contract specification. Ensures that assigned projects meet quality, budget, and timeline objectives, including identification and realization of project milestones, development of key deliverables, risk assessment, and problem solving.
 2. Reviews the scope of work and other materials related to contracts and procurement; provides guidance to programs in drafting solicitation documents, such as request for proposals (RFPs), documented quotes (DQs), and sole source justifications. Ensures alignment between the proposal narrative, scope of work, evaluation criteria, evaluation scorecard, the contract, and other contract procurement documents.
 3. Reviews and manages contractual obligations and provides a continual review to ensure that all terms and conditions are met and to ensure good customer relations while also representing the interests of Auburn University. Monitors supplier and service provider performance; communicates with suppliers and service providers on contract terms and manages dispute resolution.
 4. Ensures timely and accurate data is maintained in the work management system to provide proper reporting for clients and senior leadership within Facilities and the University. Investigates and responds to clients queries, complaints and other issues to meet and satisfy client needs. Tracks status of work accomplishments, analyzes data, prepares reports and recommendations in support of increasingly higher levels of performance and productivity.
 5. Performs routine filed inspections/assessments of assigned university/college facilities to monitor the execution of such as custodial services. Provide periodic reports on operation/performance of facilities, such as reviewing expense reports from contract providers, quality services, and developing expense reports.
 6. Coordinates communications and activities among Campus/Contract Services and the key contacts in the colleges and schools of Auburn University and contract partners. Communicates with stakeholders to keep aware of activities, maximize efficiencies, answers questions, and resolves issues.
 7. Participates in the development of service contracts negotiated by the University/Campus Services for all areas assigned. Performs routine filed inspections/assessments of assigned university/college facilities to monitor the execution of such services
 8. Provides leadership to the administrative and support staff. Delegates work, as applicable,
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ensuring accurate and timely completion: assists staff in resolving complex and non-routine issues.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Bachelor's Degree- No Specific Discipline
Experience (yrs.)	6	Experience in contract administration, supervision of contracts, or project management/administration. Experience must demonstrate responsibility in the areas of customer service, quality assurance, communication, and collaboration with third party vendors.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of facilities management, custodial/floor maintenance best practices, and OSHA as it relates to providing custodial services.

Certification or Licensure Requirements

Valid Driver's License

Certified Professional Contract Manager (CPCM) (Preferred)

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires talking, hearing, .

Job occasionally requires standing, walking, sitting, reaching, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 4/5/2023
