

Associate Operations Manager – Campus Services

Duke Kunshan University

Job Description

Position Overview:

The Associate Operations Manager will play an important role in University Operations team to manage Duke Kunshan University campus services and provide contribution to the University's implementation of new strategies on services to the community. He/She needs to support the operations manager to lead and manage Operations - Campus Services team, external suppliers as well as serve as a focal person with key stakeholders/end users within the University to make sure resources of the University are well managed and related services are delivered according to Standard Operation Procedures.

Reports to:

Operations Manager – Campus Services

Essential Duties:

The Associate Operations Manager will be responsible for day to day operations of campus services, such as catering, cleaning, housing, landscaping, transportation, campus store, conference and events support services, etc. These responsibilities will principally include the following:

- Implement University strategy on campus services, plan and execution of University operations' process and procedures, work with operations manager to manage and improve related policies and SOPs
- Manage service vendors by conducting KPI assessment, service standard adjustment and cost tracking & control to ensure related services are delivered to comply with SLA and/or related contractual terms.
- Interface with internal users and well handle their requests, establish and maintain a good and effective communication with the internal users.
- Oversee the following campus services during off hours, including but not limited to cleaning, catering, landscaping, transportation/campus fleet, campus store, helpdesk, mailing & general supplies, space management, event & conference support, university asset management.
- Track workload volumes, measure service level responses and satisfaction feedback.
- Administrate the relevant documents of campus services and keep all the records complete and well-organized, produce related reports.

- Take the operations management role when operations manager is absent.
- Undertake other tasks and responsibilities as assigned.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:

- A university degree in business related majors, Master's preferred but not required. Candidates with oversea education experience will be a plus.
- 8+ years of work experience in managing service-oriented businesses or having a managerial role in facility management.
- Be flexible to work on different shifts.
- Able and willing to work with people from different part of the world.
- Proven ability to effectively coordinate multiple programs and initiatives.
- Problem solver, independent learner, even for areas that are previously not familiar with.
- Demonstrate employee development and performance management skills.
- Excellent proficiency in Chinese and English, both verbal and in writing.