OFFICE OF THE CHANCELLOR

OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION, FINANCE & OPERATIONS

CAMPUS SERVICES
Org Code: MACPMA
Director of Campus Services, #89251 (B) 1.00
Secretary III, SR16, #13644 (B) 1.00

AUXILIARY ENTERPRISES
Org Code: MAAUXE
Chart II

CAMPUS SECURITY AND EMERGENCY MANAGEMENT
Org Code: MACPEM
Chart III

COMMERCIAL ENTERPRISES
Org Code: MACOME

CONFERENCE CENTER
Org Code: MACCA X
Commercial and Aux Enterprises Officer, PBB, #80697 (W) 1.00

Chart I (07/01/13)

Grand Total by Fund:
- General Funds: 62.00 FTE
- Special Funds: 119.00 FTE
- Revolving Funds: 2.00 FTE

Pending establishment: Pseudo #93500F (W)
Commercial and Aux Enterprises Officer, for Conference Center

(B) Special Funds: 2.00 FTE
(W) Revolving Funds: 2.00 FTE
OFFICE OF CAMPUS SERVICES – Org Code: MACPMA

The Office of Campus Services has functional responsibility for the major ancillary services necessary to operate the campus. These include fleet services, commuter services, food services, bookstore operations, faculty housing, commercial enterprises, campus security and emergency management. The functions of Campus Services are grouped under the following major categories:

Auxiliary Enterprises – Org Code: MAAUXE (See Chart II)
Campus Security & Emergency Management – Org Code: MACPEM (See Chart III)
Commercial Enterprises: MACOME

COMMERCIAL ENTERPRISES – Org Code: MACOME

Responsible for the operation and management of Central Stores, including the online store, bulk selling, delivery of orders, and warehousing

1. Kulanui: Product development, branding, and quality assurance based on student/faculty research and development.

2. Rainbowtique Shops: Burying of apparel, operations of stores, outside sales, and sales during the football season at Aloha Stadium.

3. Operates internet apparel and souvenir sales.


5. Responsible for the operation and management of the Conference Center.

Conference Center – Org Code: MACCAX

Provides a program to meet the needs of the University of Hawai‘i at Mānoa in the area of organizing and managing conferences, institutes and symposia.

1. Provides services to organizations such as the University of Hawai‘i, State and municipal government agencies, and community groups whose activities are consistent with and have an affinity with the University of Hawai‘i.

2. Responsible for Conference Center program development, marketing, budgeting and accounting.

3. Responsible for conference management, facilitating and promoting the use of distance technology in course development and delivery.
AUXILIARY ENTERPRISES – Org Code: MAAUXE

Auxiliary Enterprises provides leadership and coordination in planning, developing, and directing activities relating to UH Manoa Auxiliary Services, the UH Bookstore System, Administrative Services, system-wide Business Development and Conference Center.

The Office of the Director of Auxiliary Enterprises plans, organizes, directs, and controls UH Auxiliary Enterprises programs which include: System wide business development and commercial enterprise opportunities, conference center, administrative services, Manoa campus auxiliary services, system wide bookstores on eight campuses, and other retail facilities or concessions, both on and off campus.

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 Auxiliary Enterprises matters.

Business Development – Org Code: MABDAX

Plans, organizes, directs, and controls business development functions of Auxiliary Enterprises. Researches feasibility of new retail business ventures and implements viable business opportunities. Conducts the advertising and public relations efforts for Auxiliary Enterprises through various media and coordinates promotional activities. Analyzes existing operations and develops plans to improve existing functions.

1. Meets with various company representatives and establishes plans for new business ventures.

2. Oversees management of various business ventures under the purview of the Business Development section.

3. Conducts a program of advertising, promotions, and public relations for Auxiliary Enterprises units through the use of various types of media.

4. Purchases and promotes emblematic merchandise that supports various University of Hawaii programs.
### Auxilliary Enterprises

**Administrative Services**

**Org Code: MAASAX**

Administrative Svcs Mgr, PBC, #80395 (B) 1.00

**Personnel**

**Org Code: MAHRAX**

Personnel positions include:
- Human Resources Sp, PBB, #77873 (B) 1.00
- Human Resources Sp, PBB, #80204 (B) 1.00
- Human Resources Sp, PBB, #80427 (B) 1.00

**Information Technology Management**

**Org Code: MAITAX**

Information Technology Management positions include:
- IT Manager, PBB, #80126 (B) 1.00
- IT Specialist, PBA, #80167 (B) 1.00
- IT Specialist, PBA, #80560 (B) 1.00
- Adm & Fiscal Supp Sp, PBA, #80683 (B) 1.00

**Fiscal Services**

**Org Code: MAFSAX**

- Administrative Officer, PBB **
- Fiscal Specialist, PBB: 3.00
- Fiscal Specialist, PBA: 3.00
- Account Clerk IV, SR13, #15948 1.00
- Account Clerk IV, SR13, #14867 (B)* 1.00
- Account Clerk IV, SR13, #79034 (B)* 1.00
- Account Clerk III, SR11: 2.00
- Account Clerk III, SR11: 3.00
- Account Clerk III, SR11: 3.00
- #17431 (B), #48843 (B), #900596 (B)

**Fiscal Services Special Funds: 23.00 FTE**

*Position abolished, to be reflected in a future reorganization proposal*

**To be re-established**

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**General Funds:** 1.00 FTE  
**Special Funds:** 23.00 FTE  

(State of Hawaii) University of Hawaii  
Office of the Vice Chancellor for Administration, Finance, and Operations  
Office of Campus Services  
Auxilliary Enterprises  
Administrative Services  
Chart II A (07/01/13)
ADMINISTRATIVE SERVICES – Org Code: MAASAX

This department plans, organizes, directs, and controls administrative functions of Auxiliary Enterprises, including Advertising, Fiscal Services, Information Technology Management, and Personnel.

Fiscal Services – Org Code: MAFSAX

Responsible for Auxiliary Enterprises and designated units under the Office of the Chancellor, UH Mānoa fiscal controls, financial reporting, non-retail procurement and budgeting.

1. Maintains an accounting system for all Auxiliary Enterprises 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. Coordinates investment of available cash.
7. Maintains fiscal records and files.
8. Processes all payments and operates imprest fund account.
9. Monitors non-retail procurement of materials and services, prepares all bid specifications, and administers all contracts for maintenance, lease rental, goods and services.
10. Processes all accounts receivables, reconciles statements and reports, and monitors credit memos.
11. 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 Auxiliary Enterprises units.
2. Designs, maintains and coordinates Auxiliary Enterprises websites.
3. Develops and controls production schedules for computerized functions for all Auxiliary Enterprises operations and projects.
4. Provides technical assistance, user training, and provides support for all Auxiliary Enterprises information system activities.
Personnel – Org Code: MAHAX

Administers personnel for Auxiliary Enterprises and designated units under the Office of the Chancellor, UH Manoa. 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 personnel 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.
AUXILIARY ENTERPRISES

AUXILIARY SERVICES
Org Code: MAAXAX
Auxil Svcs Mgr, PBD, #80001 (B) 1.00
Adm & Fiscal Supp Sp, PBA, #76978 (B) 1.00

AUXILIARY SERVICES
Org Code: MAAXAX
Auxil Svcs Mgr, PBD, #80001 (B) 1.00
Adm & Fiscal Supp Sp, PBA, #76978 (B) 1.00

COMMUTER & FLEET SERVICES
Org Code: MAPTAX
Auxil & Fac Svcs Off, PBB, #80838 (B) 1.00
Auxil & Fac Svcs Off, PBB, #79347 (B), #80756 (B) 1.00

COMMUTER SERVICES
Org Code: MAPARK
Auxil & Fac Svcs Off, PBA, #77324 (B) 1.00
Auxil & Fac Svcs Off, PBA, #79276 (B) 1.00
Ofc Asst III, SR08: #19022, #30523 (B), #45633 (B) 3.00

MAIL SERVICES
Org Code: MADMAX
Clerical Supv II, SR12, #00469 1.00
Ofc Asst III, SR08: #14213, #19438, #41159, #41160, #41161 5.00

MAIL SERVICES
Org Code: MAMLAX
Clerical Supv II, SR12, #00469 1.00
Ofc Asst III, SR08: #14213, #19438, #41159, #41160, #41161 5.00

MAIL SERVICES
Org Code: MAMLAX
Clerical Supv II, SR12, #00469 1.00
Ofc Asst III, SR08: #14213, #19438, #41159, #41160, #41161 5.00

FOOD SERVICES
Org Code: MAFOAX
Auxil & Fac Svcs Off, PBA, #61226 (B) 1.00

FOOD SERVICES
Org Code: MAFOAX
Auxil & Fac Svcs Off, PBA, #61226 (B) 1.00

FACULTY HOUSING & FOOD SERVICES
Org Code: MAFFAX
Auxil & Fac Svcs Mgr, PBC, #81242 (B) 1.00
Auxil & Fac Svcs Off, PBB, #80754 (B) 1.00

FACULTY HOUSING
Org Code: MAFFAX
Ofc Asst IV, SR10, #19118 1.00
Bldg Maint Wkr I, BC09, #12979 (B) 1.00
Bldg Maint Hlpr, BC05, #43011 (B) 1.00

FLEET SERVICES
Org Code: MATRNS
Automotive Fleet Svcs Supv, SR24, #900568 (B) 1.00
Auto Mechanic Supv I, F1-10, #03369 (B) 1.00
Auto Mechanic I, BC10: #04483 (B), #22681 (B) 2.00
Ofc Asst III, SR08: #00407 (B) 1.00

GENERAL FUND: 12.00 FTE
SPECIAL FUNDS: 25.00 FTE

Positions abolished but retained count: #77246 (B), #46436 (B), #05052, #00778, #10267, #06957
* Position abolished, to be reflected in a future reorganization proposal
** To be re-established
AUXILIARY SERVICES – Org Code: MAAXAX

This Office plans, organizes, directs, and controls the activities of the following Auxiliary Services programs -- Mail Services, Faculty Housing, Food Services, Commuter Services, Fleet Services, and satellite copier service in accordance with established policies.

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 Auxiliary Services matters.

Mail Services – Org Code: MADMAX

This Office is responsible for the daily operations of the Campus Mail section.

1. Establishes goals and objectives, and directs the daily operations of the Campus Mail program.

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.

   Mail Services – Org Code: MAMLAX
   Provides daily mail pickup and delivery services to Manoa 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. Develops and maintains delivery point barcode (Zip + 4) database for Manoa campus departments.
   4. Keeps abreast of United States postal service rules and regulations concerning non-profit mailers.
   5. Offers a variety of methods to ship mail and parcels.
   6. Provides mailbox rental services.

Faculty Housing & Food Service – Org Code: MAFFAX

This Office advises and participates in the development, sale, and mortgage loan assistance of faculty housing properties. Responsible for the daily operations of the Faculty Housing & Food Service sections.

1. Establishes goals and objectives, and directs the daily operations of the Faculty Housing & Food Service 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.

**Faculty Housing – Org Code: MAFHAX**
Provides self-sustaining faculty housing program to assist new faculty members with suitable temporary housing during their period of adjustment to local economic conditions. Provides faculty housing units for sale to faculty members.

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

4. Provides mortgage loan assistance to eligible faculty members interested in purchasing faculty housing units 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 contract for the Manoa 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 contractor to insure adequate delivery of service, in compliance with the provisions of the contract 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.

**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 Manoa 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. Provides emergency repairs for the Manoa campus.

4. Develops and enforces commuter services regulations and controls vehicular traffic on campus.

5. Provides and manages an appeals process for people contesting parking citations for violating parking regulations on campus.

6. Provides commuter services for special events held on campus such as sporting events, charity functions, concerts, etc.

Fleet Services – Org Code: MATRNS
Provides for the rental, purchasing/leasing, preventive maintenance, and repair 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.
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<tr>
<th>MANOA BOOKSTORE</th>
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<td>Bookstore Mgr, PBB, #80857 (B)</td>
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**Position abolished, to be reflected in future reorganization proposal**

**To be redescribed**
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.

Manoa Bookstore – Org Code: MABKMA

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

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

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 cash registers 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.

1. Provides for the timely fulfillment of orders generated via Bookstore related websites.

2. Obtains adequate supply of inventory or arranges for timely transportation of inventory from appropriate sources.
3. Responds to inquiries and concerns initiated by customers via electronic mail.

4. Coordinates marketing efforts to improve and expand electronic commerce.

**MEDICAL BOOKSTORE**

Responsible for the timely purchase and sale of medical textbooks and medical supplies needed by students.

1. Plans, orders, merchandises all required and optional medical textbooks and medical supplies for the University of Hawaii at Manoa, in accordance with the School of Medicine’s unique problem based learning curriculum.

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 cash registers 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.

**OPERATIONS**

Receiving, Warehousing, Shipping, Custodial Services, Cashiering, and Business Services.

Responsible for receiving, shipping, and storage of merchandise. Provides general operational support services. Responsible for Rainbow Business Center and other Business 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. Coordinates counting and depositing of all collections (i.e., cash, scholarship charges, departmental requisitions) with the Fiscal Office.

8. Plans, orders, and merchandises graduation announcements, caps and gowns.

9. Provides binding and collating services, color copying, mailbox rentals, and other business services.

**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 sports clothing to promote school spirit and promote the University in general.

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 cash registers 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.

**BOOKS**

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

1. Plans, orders, merchandises all required and optional textbooks (except medical textbooks) for the University of Hawaii at Manoa, 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 cash registers 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.

**Branch Stores**

Provide books and general merchandise at the University of Hawaii at Hilo and Community College campuses in a manner similar to the Manoa 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  
**Kapiolani CC Bookstore** – Org Code: MABKKA  
**Kauai CC Bookstore** – Org Code: MABKIU  
**Leeward CC Bookstore** – Org Code: MABKLE  
**Maui College Bookstore** – Org Code: MABKMU  
**Windward CC Bookstore** – Org Code: MABKWI

1. Provides assistance to all customers of the store, and operates cash registers 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 textbooks 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. Orientates 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.
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<tr>
<th>Position</th>
<th>FTE</th>
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General Funds: 47.00 FTE
CAMPUS SECURITY & EMERGENCY MANAGEMENT – Org Code: MACPEM

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

1. Provides for the protection and security of personnel and property on the Manoa campus on a 24-hour basis throughout the year. Maintains law and order through enforcement of state, city, and/or University laws, regulations, policies, rules, and procedures.

2. Provides 24-hour radio communication and after-hours emergency telephone numbers, monitors emergency call boxes; responds to emergencies such as bomb threats, fights, 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, tidal waves, 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 medial 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.