MEMORANDUM

TO: Tom Apple
   Chancellor

VIA: Kathleen Cutshaw
     Vice Chancellor for Administration, Finance & Operations

FROM: Deborah Huebler
     Director, Office of Campus Services

SUBJECT: Reorganization Proposal for Campus Services

SPECIFIC ACTION REQUESTED:
Your approval is requested for the attached reorganization proposal for the Office of Campus Services.

RECOMMENDED EFFECTIVE DATE:
Immediately upon your approval.

ADDITIONAL COST:
No additional funds will be requested. The estimated cost of the reorganization is $81,000 and will be covered by the department’s existing funds.

PURPOSE:
To improve the operations of the various programs under Campus Services, it is proposed that positions be redescribed and transferred within the organization to improve daily operations. The proposed reorganization will result in a more streamlined organization, and will minimize confusion over authority, roles, and responsibilities. The objective of the reorganization is to better meet the future goals and direction of the Office of Campus Services and to formally reflect the current working relationships in the office as well as the current functions of the different programs.

BACKGROUND:
Pursuant to Administrative Procedure A3.101 University of Hawai‘i Organizational and Functional Changes dated March 2008, reorganizations that:
   a) do not have an impact on BOR policy and/or laws;
b) do not create, eliminate or significantly change responsibilities of programs reporting directly to the Board or President;
c) do no incur significant additional expenses; or
d) do not have significant programmatic impact on the University may be approved under delegated authority by the Chancellor for reorganizations that are two (2) supervisory levels below (APM A3.101, Section 3b).

This reorganization proposal has been reviewed and discussed with appropriate units and staff members. The details of the reorganization are outlined in the attached Executive Summary and proposal.

ACTION RECOMMENDED:
It is recommended that the attached reorganization proposal for Campus Services be approved.

Should you have any questions, please contact Deborah Huebler at x6-2980 or at dhuebler@hawaii.edu

Attachments:
1. Executive Summary
2. Narrative
3. Current org charts and functional statements
4. Proposed org charts and functional statements
5. UHM Attachment 3 – Allocated and Authorized BJ/BT Positions Impacted by the Reorganization
6. Copies of letters and responses from internal campus offices (i.e., Mānoa Budget Office, Mānoa Finance & Accounting, Mānoa Human Resources)
7. Copies of letters and responses from unions

APPROVED / DISAPPROVED:

[Signature]
Tom Apple
Chancellor

[Signature]
Date
Executive Summary

Instructions: Complete each section below and clearly indicate “None” or “N/A” where appropriate. Please limit Executive Summary to two (2) pages.

I. Purpose:

The purpose of this reorganization proposal is to improve the daily operations of the following programs under Campus Services:

- Auxiliary Services
- Bookstore System
- Campus Security and Emergency Management
- Commercial Enterprises

The proposed changes will result in a more streamlined organization, and will minimize confusion over authority, roles, and responsibility. The new structure will formally reflect the current working relationships in the office as well as the current functions of the different programs and better enable the Office to meet future goals and directions.

II. Major Elements of the Proposal:

- **UH Conference Center** will be renamed Conference and Event Services (CES). Title will be changed to better reflect the services provided by this unit.

- **Elimination of Auxiliary Enterprises**
  Campus Services will replace Auxiliary Enterprises as the head of the department.

- **Business Development**
  Business development will be eliminated and a new Marketing and Communications function will be added to Campus Services.

- **Administrative Services**
  Unit title will be changed from Personnel to Human Resources.

- **Auxiliary Services**
  Faculty Housing, Food Services, and Mail Services will be consolidated to streamline operations.
• **Bookstore System**
The Buying functions of the Bookstore will be consolidated to better serve the customers of the bookstore and to strategically benefit from economies of scale and bulk purchasing power.

The management of the Branch Bookstores will be consolidated and separated into two groups; Store I and Store II. This arrangement will provide flexibility and enable staff to be assigned to different locations, as needed, to better serve Bookstore customers.

The Books Department will be an independent unit with an expanded scope to serve both Mānoa and Branch Bookstores.

**III. Resource Impact:**

A. **Budget**
   1. What is the estimated cost of the reorg?
      The estimated cost of the reorganization is approximately $81,000 based on the filling of new positions and the abolishing of positions that are no longer needed.
   2. Are additional funds needed? If so, how will the cost of the reorg be funded?
      No additional funds will be requested for the new positions because we will be using position counts from our existing position allocation funded by our operating budget.
   3. Will the reorg result in cost savings or be cost neutral?
      The estimated cost of the reorganization is approximately $81,000 and it will be funded by our existing operating budget.

B. **Operational**
   1. What is the overall impact on faculty and staffing responsibilities, if any?
      The proposed change reflects a more efficient and streamlined approach to manage our operations. It is anticipated that there will be little impact on staffing responsibilities.
   2. Will additional faculty/support personnel be required? If so, what is the plan to obtain the additional faculty/staffing to successfully implement the reorganization?
      We will establish new positions from position counts within our position allocation. The new positions will be funded from the existing operating budget.
   3. Will there be a reduction in faculty/staff? No. All of the positions that will be abolished are vacant.
      If so, what steps are planned or have been taken to ensure proper consultation? N/A
   4. Identify faculty/staff positions impacted by the anticipated changes.
      See Section III.B.4 of the Narrative for a full list of positions impacted by this reorganization proposal.
C. **Space**
   1. Will additional space outside own resources/allocations be required? No
      If so, has the Vice Chancellor for Administration, Finance, and Operations (VCAFO)
      or designee been consulted?
      No additional space resources will be required.

**IV. CONSULTATION:**
Managers of all affected areas in Campus Services were consulted about this reorganization.
The managers informed their staff about the proposal, and additional meetings were held to
address comments and questions about the proposal. After the internal consultation, there
were no major objections expressed regarding the reorganization proposal.

**V. IMPLEMENTATION:**
The reorganization will be implemented upon approval. Each major division of Campus
Services will handle implementation for its programs.
Reorganization Proposal
Campus Services
University of Hawai‘i at Mānoa

Narrative

Instructions: Complete each section below and clearly indicate "None" or "N/A" where appropriate.

I. INTRODUCTION:
   A. Provide an overview of the College/School/Department and a snapshot outlining the current situation of the unit(s) involved in the reorganization.

   The Office of Campus Services is one of the major offices reporting to the Vice Chancellor for Administration, Finance, & Operations. The Auxiliary Services programs provide institutional support to the University of Hawai‘i at Mānoa Campus including a variety of general and revenue generating programs such as Faculty Housing & Food Services & Mail Services, and Commuter and Fleet Services. The Bookstore System is also a part of Campus Services and operates bookstores at ten (10) campuses throughout the University of Hawai‘i system. Campus Security and Emergency Management is responsible for assuring a safe and secure campus environment and for establishing emergency plans and procedures. The Administrative Services section provides for fiscal, human resources, and information technology support for all of the Campus Services programs. The Marketing and Communications section provides for marketing, communications, advertising, graphic design, and public relations support for all of the Campus Services programs.

   B. Specify the objectives/goals of the new/restructured unit(s) involved in the reorganization.

   The objective of the reorganization is to better meet the future goals and direction of the Office of Campus Services and to formally reflect the current working relationships in the office as well as the current functions of the different programs. The goal of Campus Services is to contribute to making the UH Mānoa campus a vibrant, engaged, and connected place to study, work and interact by providing a variety of essential goods and services with the highest level of quality, value, innovation, and customer satisfaction. Campus Services is committed to providing the vital infrastructure necessary for the smooth operation of our campus.
II. RATIONALE FOR THE REORGANIZATION:

A. Provide background and relevant historical information.

The proposed reorganization would increase the operational efficiency of the Office of Campus Services for the following reasons:

**Campus Services:**
As a result of the OVCAFO reorganization in 2011, the Office of Campus Services was created to oversee Auxiliary Enterprises, Campus Security and Emergency Management, and Commercial Enterprises. Auxiliary Enterprises comprises of Administrative Services, Auxiliary Services, Bookstore System, and Business Development. This proposal will eliminate Auxiliary Enterprises and have the aforementioned programs report directly to Campus Services for a clearer structure and less confusion over department names and functions.

A new Marketing and Communications function will be added to Campus Services and the Business Development function will be eliminated. Marketing and Communications will be responsible for supporting all of the programs of Campus Services in the areas of marketing, communications, advertising, graphic design, and public relations support. The Business Development function of overseeing business ventures and conducting feasibility studies of new retail business ventures will be assumed by Commercial Enterprises.

The UH Conference Center will be renamed to Conference and Event Services (CES). The mission of the Conference Center is to serve the University of Hawai‘i System and Hawai‘i State agencies by coordinating and facilitating meeting opportunities through educational and meaningful group interchange. There has been some confusion regarding the name UH Conference Center, which implies that the division has a venue or meeting site that is used to book conferences and meetings. The Conference Center does not have a venue site, but rather, offers fiscal, registration, and logistical support services for conferences/meetings/events/workshops/trainings. As such, we propose to change the name of the UH Conference Center to Conference and Event Services (CES), as we feel this new name accurately reflects the services of the division under Campus Services.

**Administrative Services:**
Campus Services provides a variety of support services for the faculty, staff, and students of the University. These services are both Mānoa-based (e.g., Auxiliary Services, Campus Security) as well as system wide (e.g., Bookstores). There are different types of funding and fiscal procedures that need to be followed, depending on the specific departments. These fiscal services would be handled in a more efficient manner by having staff assigned to specific departments. The proposed reorganization minimizes confusion over fiscal procedures, and more accurately reflects reporting relationships.
Personnel will be renamed to Human Resources to better reflect the services provided by this unit.

**Auxiliary Services:**
Mail Services, Auxiliary & Facilities Services Officer, position #80451, was vacated on 09/26/2009, and was subsequently swept to the Chancellor's Pool. As a cost savings measure, it is proposed that the Faculty Housing, Food Services, and Mail Services sections be consolidated under the management of one APT manager position, Auxiliary & Facilities Services Officer, position #81242.

Building Maintenance Worker I, position #12979, and Building Maintenance Helper position #43011, were positions providing maintenance support for Wa'ahila Apartments during the period when Wa'ahila Apartments was a University self-managed operation. Position #12979, Building Maintenance Worker I was abolished after the employee's retirement. Position #43011, Building Maintenance Helper will be transferred to Commuter Services. Commuter Services has similar positions responsible for repair and maintenance of parking facilities and equipment. With two parking structures on the Mānoa campus and plans for construction of future parking structures, there is a need for an additional maintenance helper position within Commuter Services.

Vacant Automotive Mechanic Supervisor I, position #03369, will be reallocated to the Automotive Technician II class. Automotive Mechanic I positions #04483 and #22681 will be reallocated to the Automotive Technician I class. With the changes in technology associated with motor vehicles, it is proposed to redescribe the Automotive Mechanic positions to Automotive Technicians. As Automotive Technicians, these positions will be able to maintain and repair computerized systems such as engine/fuel management systems and anti-lock brakes and work with computerized equipment such as scanning instruments and oscilloscopes.

**Bookstore System:**
A new Buying Group will be established that will include Computer Sales, Ecommerce, Campus Solutions, and Supplies. The Buying Group will be responsible for the purchasing of merchandise in larger quantities to strategically benefit from economies of scale and bulk purchasing power. The Buying Group will coordinate buying, inventory, and merchandise support to the branch stores and to the Mānoa Bookstore.

Department Bookstore Manager, position #81051, will no longer supervise any full-time regular staff, but will continue to supervise student and temp/seasonal staff for the E-Commerce functions of the Mānoa Bookstore and Rainbowtique websites and for the Emblematic department of the Mānoa Bookstore sales floor.

Assistant Bookstore Manager, position #81673, will no longer supervise any full-time regular staff. Within Books, the majority of the staffing resources are dedicated to the
Textbooks division of the department and thus, the supervision of the staff falls under the Department Bookstore Manager, position #80125.

The Branch Stores will be grouped together because they all provide a similar service for their respective campuses. Although they may be separated geographically, their job function and purpose are the same. The managers and assistants at each store perform similar duties to one another and they also encounter similar problems and issues. Because of this, grouping them together provides an immediate support system within the organization where managers and assistants can move and share easily among their colleagues.

The Bookstore System assumed responsibility of the West O'ahu campus Bookstore on November 1, 2012 as requested by the University of Hawai'i West O'ahu campus administration. This reorganization proposal will officially add West O'ahu Bookstore as a Campus Services Branch Bookstore.

B. Provide a detailed explanation of the conditions and/or factors prompting the proposed reorganization and how they will be addressed by the reorganization. Explain why the current organization is inadequate and whether the reorg is consistent with the University's strategic, program, and financial plans.

The current organizational chart and functional statements are outdated and contain positions that have been vacated and abolished due to attrition and lack of organizational need. These organizational charts and functional statements are not consistent with how the offices operate and reflect outdated titles and functions. This proposal will improve the current workflow of the Office of Campus Services and minimize confusion over supervisory lines.

C. Explain other alternatives explored.
   None.

D. Explain how the proposed changes will affect current relationships and workflows, including impact on services and relations with other University segments.
   The proposed changes reflect a more efficient workflow for the Office of Campus Services so it is anticipated that it will have a positive effect on services and relations with other University segments.

E. List the groups that will be impacted by the reorganization and indicate whether they have been informed/consulted. Explain issues raised and how concerns were addressed.
   All of the major programs within the Office of Campus Services will be affected by this reorganization except for Campus Security & Emergency Management. Managers of all affected areas in Campus Services were consulted about this reorganization. The managers informed their staff about the proposal, and additional meetings were held to
address comments and questions about the proposal. After the internal consultation, there were no major objections expressed regarding the reorganization proposal.

F. Outline the benefits that will be achieved by the reorganization, including efficiencies and service improvements. Explain whether the supervisor/subordinate reporting relationships are properly identified and how the reorganization will minimize confusion over authority, roles, and responsibilities.

It is anticipated that the changes made in this reorganization proposal will have a positive impact on employee relations by clearing up confusion over supervisory roles and program titles.

The Marketing and Communications function assists Campus Services divisions in the timely, targeted, clear and compelling communication of their messages. Without this function, the products and services available to the campus community and/or the general public would not be known to them or the communications would fall to already busy operations staff.

The changes made in the Bookstore will improve efficiencies. Creating a Books department and Buying Group to service both the Mānoa and Branch Bookstores will streamline processes and improve on the quality of products available to the Bookstore customers. Grouping the Branch Bookstores will improve efficiencies by creating a support system so that transfers will not affect Bookstore operations.

III. IMPACT ON RESOURCES AND THE UNIVERSITY

Provide a detailed description of the resource requirements and the programmatic impacts of the reorganization on the University.

A. Impact on budget resources:

1. Provide a realistic assessment of the estimated annual and future cost or savings of the reorganization taking into account such factors as proposed position re-descriptions and reallocations. Explain how the annual and future costs or savings were derived and, if applicable, reasons the reorganization justifies the estimated costs.

   The proposed reorganization will cost approximately $81,000 due to the establishment, filling, and abolishment of positions. Abolished position counts will be retained to meet future organizational needs.

2. Are additional funds needed? If so, how will the cost of the reorg be funded?

   No, Campus Services will use existing position counts funded by the operating budget to create new positions. These positions will be funded from the existing operating budget.

B. Impact on operational resources:

1. What is the overall impact on faculty and staffing responsibilities, if any? Explain reasons for the anticipated changes/relocation/reassignment/etc.
The proposed changes will eliminate any confusion there is with supervisory reporting lines.

2. Will additional faculty/support personnel be required? If so, what is the plan to obtain the additional faculty/staffing to successfully implement the reorganization? What is the impact of the increase? Yes. We will establish new positions from position counts within our position allocation. The new positions will be funded from the existing operating budget.

3. Will there be a reduction in faculty/staff? If so, what steps are planned or have been taken to ensure proper consultation? What is the impact of the reduction? No. All of the positions that will be abolished are vacant.

4. Identify the positions impacted by position number, classification title, and anticipated changes.

   O = Position occupied   V = Position vacant

1. Bookstore Manager, PBD, #77253 (O) funded by Special Funds.
   - Move from Bookstore System to Campus Services. This position's supervisor will remain the same; #89251.
   - Position description will be redescribed to Enterprise Operations, Commercial & Auxiliary Enterprises Officer to assist the Director with Special Projects throughout Campus Services. This position will no longer oversee the Bookstore System. This position is being redescribed to reflect current duties and responsibilities such as overseeing various Campus Services renovation projects and assisting with internal and external audits of Campus Services programs.
   - This position is currently filled so the redescriptions will be cost neutral.

2. Commercial and Aux Enterprises Officer, PBB, #80697 (O) funded by Revolving Funds.
   - This position will be redescribed to reflect supervisory responsibilities.

3. Commercial and Aux Enterprises Officer, PBB, #93500F (V) funded by Revolving Funds.
   - This position will be established to assist in the Conference and Event Services program.
   - This new position will be an APT, PBA, position with an annual salary starting at #38,148.

4. Commercial and Aux Enterprises Officer, PBC, #80781 (O) funded by Special Funds.
   - Move from Business Development to Campus Services. This position's supervisor will remain the same; #89251.
   - Per the current duties and responsibilities in this position description, this position functions as the Assistant Director of Campus Services. Position description will be updated to reflect the Working Title, "Assistant Director of Campus Services".
5. Establish abolished footnoted position #77856 (V) to serve as the overall supervisor for the Bookstore System.
   - We will be requesting an APT, PBD, position, with an annual salary starting at $61,380.00.
6. Marketing Officer, PBB, #79251 (O) funded by Special Funds.
   - Move from Business Development to Marketing and Communications.
7. Graphic Designer, PBB, #81850 (V) funded by Special Funds.
   - Move from Business Development to Marketing and Communications.
8. Fiscal Specialist, PBB, #81034 (O) funded by Special Funds.
   - Mover from under vacant Administrative Officer position to under Administrative Services Mgr, #80395.
9. Fiscal Specialist, PBB, #80276 (O) funded by Special Funds.
   - This position will be redescribed to reflect supervisory responsibilities.
10. Fiscal Specialist, PBA, #77323 (O) funded by Special Funds.
    - Move from under vacant Administrative Officer position to under Fiscal Specialist #80276.
11. Fiscal Specialist, PBA, #79022 (O) funded by Special Funds.
    - Move from under vacant Administrative Officer position to under Fiscal Specialist #80276.
12. Account Clerk IV, #15948 (O) funded by Special Funds.
    - Move from under vacant Administrative Officer position to under Fiscal Specialist #80276.
13. Account Clerk III, #900596 (O) funded by Special Funds.
    - Move from under vacant Account Clerk IV, #79034, to under Fiscal Specialist #80276.
14. Fiscal Specialist, #80136 (O) funded by Special Funds.
    - This position will be redescribed to reflect supervisory responsibilities.
15. Fiscal Specialist, PBA, #79033 (O) funded by Special Funds.
    - Move from under vacant Administrative Officer position to under Fiscal Specialist #80136.
16. Account Clerk III, #10425 (O) funded by Special Funds.
    - Move from under vacant Account Clerk IV, #14867, to under Fiscal Specialist #80136.
17. Account Clerk III, #14998 (O) funded by Special Funds.
    - Move from under vacant Account Clerk IV, #14867, to under Fiscal Specialist #80136.
18. Account Clerk III, #17431 (O) funded by Special Funds.
    - Move from under vacant Account Clerk IV, #79034, to under Fiscal Specialist #80136.
19. Account Clerk III, #48843 (O) funded by Special Funds.
    - Move from under vacant Account Clerk IV, #79034, to under Fiscal Specialist #80136.
20. Account Clerk IV, #14867 (V) funded by Special Funds.
   - Abolish vacant position.
   - Cost savings of $31,212.00 annually.
21. Account Clerk IV, #79034 (V) funded by Special Funds.
   - Abolish vacant position.
   - Cost savings of $31,212.00 annually.
22. Building Maintenance Worker I, #12979 (V) funded by Special Funds.
   - Abolish vacant position.
   - Cost savings of $44,544.00 annually.
23. Building Maintenance Helper, #43011 (O) funded by Special Funds.
   - Move from Faculty Housing to Commuter Services.
24. Auto Mechanic Supervisor I, #03369 (V) funded by Special Funds.
   - Reallocate this vacant position to Automotive Technician II (working supervisor).
   - This position is a WS 11 with an annual salary of $50,856.00.
25. Automotive Mechanic I, #04483 (F) funded by Special Funds.
   - Reallocate this position to Automotive Technician I.
   - This position will change from a BC10 to a BC11, resulting in a cost difference of $1,692.00 annually.
26. Automotive Mechanic I, #22681 (F) funded by Special Funds.
   - Reallocate this position to Automotive Technician I.
   - This position will change from a BC10 to a BC11, resulting in a cost difference of $1,692.00 annually.
27. Clerical Supervisor II, #00469 (O) funded by General Funds.
   - Move from under vacant, abolished, Auxiliary & Facilities Services Officer, #80451 to under Auxiliary & Facilities Services Manager, #81242.
28. Bookstore Manager, #80857 (V) funded by Special Funds.
   - Move from Mānoa Bookstore to Bookstore System. Position to be redescribed to the Assistant Director for the Bookstore System.
   - We will be requesting to redescribe this position from a P8B to a PBC. Difference in annual salary is an increase of $10,200.00 annually.
29. Assistant Bookstore Manager, #81673 (O) funded by Special Funds.
   - This position will be redescribed as it will no longer supervise any full-time regular staff.
30. Office Assistant IV, #17362 (O) funded by Special Funds.
   - Move from under Assistant Bookstore Manager, #81673, to under Department Bookstore Manager, #80125.
31. Office Assistant III, #32675 (V) funded by Special Funds.
   - Move from under Assistant Bookstore Manager, #81673, to under Department Bookstore Manager, #80125.
32. Clerical Supervisor III, #17356 (V) funded by Special Funds.
   - Abolish vacant position.
   - Cost savings of $32,424.00 annually.
33. Office Assistant V, #17359 (O) funded by Special Funds.
   - This position will be redescribed to reflect supervisory responsibilities.
34. Office Assistant IV, #24959 (O) funded by Special Funds.
   - Move from under vacant Clerical Supervisor III, #17346, to under Office
     Assistant V, #17359.
35. Office Assistant IV, #42155 (O) funded by Special Funds.
   - Move from under vacant Clerical Supervisor III, #17346, to under Office
     Assistant V, #17359.
36. Office Assistant IV, #42156 (O) funded by Special Funds.
   - Move from under vacant Clerical Supervisor III, #17346, to under Office
     Assistant V, #17359.
37. Office Assistant IV, #12627 (V), funded by Special Funds.
   - Move from Mānoa Bookstore to Branch Bookstore. Redescribe position
     to assist in the Branch Bookstores.
   - This position has a starting salary of $27,756 annually.
38. Assistant Bookstore Manager, #80428 (V), funded by Special Funds.
   - Move from Mānoa Bookstore to Branch Bookstores. Redescribe position
     to manage a Branch Bookstore, Store II level.
   - We request to redescribe this position from a PBA to a PBB. Difference
     in annual salary is $8,364.00.
39. Office Assistant III, #47164 (V), funded by Special Funds.
   - Abolish vacant position.
   - Cost savings of $25,668.00 annually.
40. Assistant Bookstore Manager, PBA, #81507 (O), funded by Special Funds.
   - Move from Mānoa Bookstore to Branch Bookstores. Redescribe position
     to manage a Branch Bookstore, Store II level.
41. IT Specialist #81378 (V), funded by Special Funds.
   - Move from under Department Bookstore Manager, #81051, to under
     #77856. Redescribe position to Department Bookstore Manager under
     Campus Solutions in the Buying Group.
   - This position has a starting salary of $46,512.00 annually.
42. Admin & Fiscal Support Specialist, PBA, #81294 (V), funded by Special
    Funds.
   - Revise position title to Enterprise Operations, Assistant Bookstore Mgr.

5. Will there be changes to supervisory/subordinate relationships? If so, identify the
   impact. Will the changes streamline operations, reduce supervisory span of control,
   etc.?
   Yes, the changes in supervisory/subordinate relationships will streamline
   operations, and eliminate confusion over authority, roles, and responsibility.
C. **Impact on space resources:**

1. Will additional space outside own resources/allocations be required? If so, has the Vice Chancellor for Administration, Finance, and Operations (VCAFO) or designee been consulted? Explain outcome.

   No additional resources or allocations will be required. New positions will be housed within the space that Campus Services operations currently occupy.
Current Organizational Charts and Functional Statements for the Office of Campus Services
CHART UPDATED
JUL 1 2013
University of Hawaii at Hilo

STATE OF HAWAII
UNIVERSITY OF HAWAII
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE AND OPERATIONS
OFFICE OF CAMPUS SERVICES

CHART I

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

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: MACPESM
Chart III

COMMERCIAL ENTERPRISES
Org Code: MACOME

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

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

Chart I (07/01/13)

(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.
STATE OF HAWAII
UNIVERSITY OF HAWAII
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE, AND OPERATIONS
AUXILIARY ENTERPRISES

CHART II

(C) Special Funds : 4.00 FTE

AUXILIARY ENTERPRISES
Org Code: MAUXE

ADMINISTRATIVE SERVICES
Org Code: MAASAX
See Chart II A

AUXILIARY SERVICES
Org Code: MAAXAX
See Chart II B

BOOKSTORE SYSTEM
Org Code: MAHKST
See Chart II C

BUSINESS DEVELOPMENT
Org Code: NABDAX
Commercial and Aux Enterprises Officer, PBB #80781 (B) 1.00
Marketing Officer, PBB #70251 (B) 1.00
Graphic Designer, PBB #61650 (B) 1.00
Pending establishment: #77856 (pseudo #94354F) (B)
AUXILIARY ENTERPRISES – Org Code: MAUXE

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.
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: MAHRAX

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.
STATE OF HAWAII
UNIVERSITY OF HAWAII
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE, AND OPERATIONS
OFFICE OF CAMPUS SERVICES
AUXILIARY ENTERPRISES
CHART II B

AUXILIARY ENTERPRISES
Org Code: MAAX

AUXILIARY SERVICES
Org Code: MAAX
Auxil Svcs Mgr, PBB, #80001 (B) 1.00
Adm & Fiscal Supp Sp, PBA, #78978 (B) 1.00

MAIL SERVICES
Org Code: MADMLO
Auxil & Fac Svcs Off, PBB **

MAIL SERVICES
Org Code: MAONLY
Clerical Supv II, SR12, #00469 1.00
Ofc Asst III, SR08: #14013, #19438, #41159, 
#41160, #41161 5.00

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: MAHX
Ofc Asst IV, SR10, #19118 1.00
Bldg Maint Wkr I, BC09, #12979 (B) 1.00
Bldg Maint Hpr, BC05, #43011 (B) 1.00

FOOD SERVICES
Org Code: MAFOX
Auxil & Fac Svcs Off, PBA, #81228 (B) 1.00

COMMERER & FLEET SERVICES
Org Code: MAPARK
Auxil & Fac Svcs Off, PBB, #60638 (B) 1.00
Auxil & Fac Svcs Off, PBB, #70347 (B), #80756 (B) 2.00

COMMERER 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: #19023, #30522 (B), #45633 (B) 3.00
Auxil & Fac Svcs Off, PBB, #68075 (B) 1.00
Bldg Maint Wkr II, BS08, #45631 (B) 1.00
Bldg Maint Wkr I, BS09, #6437 (B) 1.00
Bldg Maint Hpr, BC05, #600166 (B) 1.00

FLEET SERVICES
Org Code: MATRNS
Automotive Fleet Svcs Supv, SR24, #900568 (B) 1.00
Auto Mechanic Supv I, F1-16, #33656 (B) 1.00
Auto Mechanic I, BC10: #04853 (B), #22861 (B) 2.00
Ofc Asst III, SR08, #600467 (B) 1.00

General Funds: 12.00 FTE
(B) Special Funds: 25.00 FTE

Positions abolished but retained count: #77248 (B), #46434(B), #50502, #00778, #10267, #06957
*Position abolished, to be reflected in a future reorganization proposal
**To be re-established

Chart II B (07/01/13)
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.
MANOA BOOKSTORE
Org Code: MABKMA
Bookstore Mgr, PBB, #80857 (B) 1.00

COMPUTER SALES:
Dept Bookstore Mgr, PBB, #81010 (B) 1.00
Adm & Fs Supp Jr, PBB, #82129 (B) 1.00
Asst Bookstore Mgr, PBB, #80630 (B) 1.00

ECOMMERCE:
Dept Bookstore Mgr, PBB, #81051 (B) 1.00
IT Specialist, PBB, #81378 (B) 1.00

MEDICAL BOOKSTORE:
Asst Bookstore Mgr, PBB, #81507 (B) 1.00
Otc Asst III, SR06, #47164 (B)* 1.00

OPERATIONS:
Books/Supply Operations Off, PBB, #77385 (B) 1.00
Storekeeper II, SR13, #15535 (B) 1.00
Warehouse Mgr I, BC04, #19066 (B) 1.00
Stores Clerk II, SR06, #12826 (B) 1.00
Stores Clerk I, SR06, #10784, #03456

CENTRAL SUPP III, SR14, #17556 (B)* 1.00
Otc Asst IV, SR10, #12959 (B) 1.00
Otc Asst IV, SR10, #12953 (B), #24159 (B), #24155 (B)
Janitor II, BC02, #13645 (B) 1.00

SUPPLIES:
Dept Bookstore Mgr, PBB, #80127 (B) 1.00
Asst Bookstore Mgr, PBA, #80230 (B) 1.00

BOOKS:
Dept Bookstore Mgr, PBB, #80125 (B) 1.00
Asst Bookstore Mgr, PBA, #80128 (B) 1.00
Otc Asst III, SR06, #10507 (B) 1.00
Asst Bookstore Mgr, PBA, #80173 (B) 1.00
Otc Asst IV, SR10, #113732 (B) 1.00
Otc Asst III, SR08, #32875 (B) 1.00

UH HILD BOOKSTORE
Org Code: MABKHI
Bookstore Mgr, PBB, #80135 (B) 1.00
Otc Asst IV, SR10, #35138 (B) 1.00

HONOLULU CC BOOKSTORE
Org Code: MABKHO
Bookstore Mgr, PBB, #80134 (B) 1.00
Otc Asst IV, SR10, #23808 (B) 1.00

KAPIOLANI CC BOOKSTORE
Org Code: MABKKA
Bookstore Mgr, PBB, #80133 (B) 1.00
Asst Bookstore Mgr, PBA, #79017 (B) 1.00

KAUAI CC BOOKSTORE
Org Code: MABKLU
Bookstore Mgr, PBA, #80130 (B) 1.00
Asst Bookstore Mgr, PBA, #79016 (B) 1.00
Otc Asst IV, SR10, #42745 (B) 1.00

LEWIS BOOKSTORE
Org Code: MABKLY
Bookstore Mgr, PBB, #80132 (B) 1.00
Otc Asst IV, SR10, #26727 (B) 1.00

MAUI COLLEGE BOOKSTORE
Org Code: MABKMU
Bookstore Mgr, PBB, #80129 (B) 1.00
Otc Asst IV, SR10, #42616 (B) 1.00

WINDWARD CC BOOKSTORE
Org Code: MABKWI
Bookstore Mgr, PBA, #80131 (B) 1.00
Otc Asst IV, SR10, #42748 (B) 1.00

General Funds: 2.00
(6) Special Funds: 65.00

(6) Special Funds Positions, CS RIF 08-15-95: #94356, #94595, #19356, #17356, #17356, #17356, #24537
(6) Special Funds Positions, CS RIF 07-14-96: #18909, #22931, #27867
(6) Special Funds Positions abolished but retained count: #13642, #13643, #13944, #17356, #23809, #27862, #27843,
#17851, #49131
*Position abolished, to be reflected in future reorganization proposal
**To be redescribed

Chart C (07/01/13)
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: MABKKU
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 book back at the end of each semester and the beginning of the Fall and Spring terms.
5. Orient 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.
STATE OF HAWAII
UNIVERSITY OF HAWAII
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION FINANCE AND OPERATIONS
OFFICE OF CAMPUS SERVICES
CAMPUS SECURITY & EMERGENCY MANAGEMENT
CHART III

General Funds: 47.00 FTE

CAMPUS SECURITY & EMERGENCY MANAGEMENT
Org Code: MACPEM

Auxil & Fac Svc Mgr, PBD, #90477 1.00
Institutional Support, PBB, #79386 1.00
Office Assistant III, SR08, #45694 1.00
Auxil & Fac Svc Off, PBB, #81195 1.00
University Security Off II, SR16, 6.00
#03574, 13852, 39544, 48514, 111648, 900578
University Security Off I, SR14, 37.00
#03575, 13851, 24542, 24575, 24576, 28608,
#28609, #28610, #33561, #29174, #30526, #36859,
#36650, #36661, #36667, #36668, #39488, #39489,
#39491, #39492, #39493, #45375, #48516, #48516,
#49280, #49281, #49282, #110514, #900313, #900314,
#900315, #900316, #900317, #900318, #900319, #900320,
#900566
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 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.
Proposed Organizational Charts and Functional Statements for the Office of Campus Services
PROPOSED ORGANIZATION CHART
STATE OF HAWAII
UNIVERSITY OF HAWAII
OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION, FINANCE AND OPERATIONS
OFFICE OF CAMPUS SERVICES

CHART I

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

OFFICE OF CAMPUS SERVICES
Org Code: MACPMA

- Director of Campus Services, #89251 (B) 1.00
- Commercial and Aux Enterprises Officer, PBB, #80781 (B) 1.00
- Bookstore Manager, PBD, #77253 (B)* 1.00
- Secretary III, SR16, #13644 (B) 1.00

ADMINISTRATIVE SERVICES
Org Code: MAAXAX

- CHART II

MARKETING AND COMMUNICATIONS
Org Code: (NEW)

- Marketing Sp, PBB #79251 (B) 1.00
- Graphic Designer, PBB #81850 (B) 1.00

AUXILIARY SERVICES
Org Code: MAAXAX

- CHART III

BOOKSTORE SYSTEM
Org Code: MABKST

- CHART IV

CAMPUS SECURITY AND EMERGENCY MANAGEMENT
Org Code: MACPEM

- CHART V

COMMERCIAL ENTERPRISES
Org Code: MACOME

- CHART VI

CONFERENCE AND EVENT SERVICES
Org Code: MACCAJX

- Commercial and Aux Enterprises Off, PBB, #80897 (W) 1.00
- Commercial and Aux Enterprises Off, PBB #93500F** (W) 1.00

* To be redescribed
**To be established

(B) Special Funds: 8.00 FTE
(W) Revolving Funds: 2.00 FTE

APPROVED:

[Signature]
Tom Apple
Chancellor
Date: 2/15/14

Chart I draft 11-16-12
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, Faculty Housing, Commercial Enterprises, Campus Security and Emergency Management. The functions of Campus Services are grouped under the following major categories:
Auxiliary Services – Org Code: MAAAXAX
Bookstore System – Org Code: MABKST
Campus Security & Emergency Management – 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 plans, 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: TBD

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 available in Rainbowtique, the official store of the University of Hawai’i.

**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: 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.

Approved:

[Signature]

Tom Apple
Chancellor

2/15/14
Date
OFFICE OF CAMPUS SERVICES

ADMINISTRATIVE SERVICES
Org Code: MAASAX
Administrative Svcs Mgr, PBC, #80395 (B) 1.00

FISCAL SERVICES
Org Code: MAFSAX
Fiscal Specialist, PBB, #81034 (B) 1.00
Fiscal Specialist, PBB, #80276 (B) 1.00
Fiscal Specialist, PBA: #77323 (B), #70002 (B) 2.00
Account Clerk IV, SR11: #15485, 990127 (B)** 2.00
Account Clerk III, SR11, #900596 (B) 1.00
Fiscal Specialist, PBB, #80316 (B) 1.00
Fiscal Specialist, PBA, #76533 (B) 1.00
Account Clerk III, SR11: #10425 (B), #14388 (B), #17431 (B), #48843 (B) 4.00

INFORMATION TECHNOLOGY MANAGEMENT
Org Code: MATAX
IT Manager, PBB, #80126 (B) 1.00
IT Specialist, PBA: #80560 (B), #81672 (B) 2.00
Adm & Fiscal Supp Sp, PBA, #80683 (B) 1.00

HUMAN RESOURCES
Org Code: MAHRAX
Human Resources Sp, PBB, #77973 (B) 1.00
Human Resources Sp, PBB: #80264 (B), #80427 (B) 2.00

General Funds: 1.00 FTE
(B) Special Funds: 23.00 FTE

(B) Special Funds Positions abolished but retained position count: #14667, #79034, #75035

***Position to be established
STATE OF HAWAI’I
UNIVERSITY OF HAWAI’I
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE & OPERATIONS
OFFICE OF CAMPUS SERVICES
ADMINISTRATIVE SERVICES
PROPOSED

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 Service, 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.

Approved:

[Signature]

Tom Apple
Chancellor

2/5/14
Date
PROPOSED ORGANIZATION CHART
STATE OF HAWAII
UNIVERSITY OF HAWAII
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE & OPERATIONS
OFFICE OF CAMPUS SERVICES
AUXILIARY SERVICES

CHART III

General Funds 12.00 FTE
(B) Special Funds 25.00 FTE

OFFICE OF CAMPUS SERVICES
AUXILIARY SERVICES
Org Code: MAAXAX
Auxil Svcs Mgr, PBD, #80001 (B) 1.00
Adm & Fiscal Supp Sp, PBA, #79978 (B) 1.00

FACULTY HOUSING, FOOD SERVICES, & MAIL SERVICES
Org Code: TB

Auxil & Fac Svcs Off, PBC, #81242 (B) 1.00
Auxil & Fac Svcs Off, PBB, #80754 (B) 1.00

COMMUTER & FLEET SERVICES
Org Code: MAPTAX
Auxil & Fac Svcs Off, PBB, #80838 (B) 1.00
Auxil & Fac Svcs Off, PBB: #71037 (B), #80756 (B) 2.00

COMMUTER SERVICES
Org Code: MAPARK

Adm & Fac Svcs Off, PBA, #77324 (B) 1.00
Auxil & Fac Svcs Off, PBA, #79279 (B) 1.00
Off Aast III, SR08: #19622, #30523 (B), #45633 (B) 3.00
Auxil & Fac Svcs Off, PBB, #80755 (B) 1.00
Bldg Maint Wkr I, WSSG, #45631 (B) 1.00
Bldg Maint Wkr I, BC09, #46437 (B) 1.00
Bldg Maint Hpr, BC05, #43011 (B), #50186 (B) 2.00

MAIL SERVICES
Org Code: MAMLAX
Clerical Supv II, SR12, #00469 1.00
Off Aast III, SR08: #14213, #19438, #41150, #41160, #41181 5.00

FLEET SERVICES
Org Code: MFRNS

Automotive Fleet Svcs Supv, SR24, #900568 (B) 1.00
Auto Mechanic Supervisor I, F1-10, #03359 (B)* 1.00
Auto Mechanic I, BC10: #04453 (B)**, #22681 (B)** 2.00
Off Aast III, SR08, #00407 (B), #45436 (B) 2.00

*To be redescribed as Automotive Technician II, WS11
**To be redescribed as Automotive Technician I, BC 11

Positions abolished but retained count: #05502, #00778, #10267, #06957, #12979 (B), #77246 (B)
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, 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.

FACULTY HOUSING, FOOD SERVICES, and MAIL SERVICES – Org Code: TBD

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, Mail Services & Food Service sections.

1. Establishes goals and objectives, and directs the daily operations of the Faculty Housing, Mail Services & 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 condominium units for sale, when directed by Administration.

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 off-campus housing 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 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.


4. Offers a variety of methods to ship mail and parcels.

5. Provides mailbox rental services.

Commuter & Fleet Services — Org Code: MAPTX
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.

Approved:

[Signature]

Tom Apple
Chancellor

Date: 2/5/14
STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE & OPERATIONS
OFFICE OF CAMPUS SERVICES
BOOKSTORE SYSTEM
PROPOSED

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 relations with University students, faculty, administrators, community groups, legislature, and other interested parties on Bookstore matters.

Books – Org Code: TBD

Responsible for the timely purchase and sale of text materials prescribed by faculty and textbooks/merchandise for technical, supplementary, and recreational reading. Books supports the Mānoa Bookstore and Branch Bookstores by providing the following services:

1. Plans, orders, merchandises all required and optional textbooks (except medical textbooks) 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 Mānoa 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. 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: TBD

Provide books and general merchandise to the University of Hawaii at Hilo, University of Hawai‘i John A. Burns School of Medicine, Maui College, University of Hawai‘i West O‘ahu 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

Kapiolani 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 Medical Bookstore – Org Code: TBD

UH West O‘ahu Bookstore – Org Code: TBD

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 implementation 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 UH Medical Bookstore and to 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, Windward Community College, and the UH Medical Bookstore.
All of the Branch Bookstore 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 textbooks in accordance with academic schedules for each campus.

4. Arranges for used book buy-back, where students can sell book back at the end of each semester and the beginning of the Fall and Spring terms.

5. Orient 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: TBD**

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 stores and support the Mānoa Bookstore and Branch Bookstores by providing the following services:

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 Rainbowtique 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 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.

Approved:

Tom Apple  
Chancellor  

2/5/14  
Date
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STATE OF HAWAI’I
UNIVERSITY OF HAWAI’I
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION, FINANCE & OPERATIONS
OFFICE OF CAMPUS SERVICES
CAMPUS SECURITY & EMERGENCY MANAGEMENT
PROPOSED

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 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, tsunami, 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.

Approved:

Tom Apple
Chancellor

Date
2/5/14
<table>
<thead>
<tr>
<th>Item No.</th>
<th>Chart No. (s)</th>
<th>Affected Position No.(s)</th>
<th>Classification/Organizational/Functional Change</th>
<th>Basis for Change/Impact on Position</th>
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<td>1</td>
<td>Chart I, IIC 77253</td>
<td>F-Chart IIC, Bookstore System</td>
<td>Chart I, Office of Campus Services</td>
<td>Redescribe</td>
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<td>F-Redescribe to add supervisory function Chart I, Conference Center</td>
<td>Chart I, Conference and Event Services</td>
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<td>Chart II, Fiscal Services</td>
<td>Reorganization</td>
</tr>
<tr>
<td>16</td>
<td>Chart II A 10425</td>
<td>F-Move under position #80136 Chart II A, Fiscal Services</td>
<td>Chart II, Fiscal Services</td>
<td>Reorganization</td>
</tr>
<tr>
<td>17</td>
<td>Chart II A 14988</td>
<td>F-Move under position #80136 Chart II A, Fiscal Services</td>
<td>Chart II, Fiscal Services</td>
<td>Reorganization</td>
</tr>
<tr>
<td>18</td>
<td>Chart II A 17431</td>
<td>F-Move under position #80136 Chart II A, Fiscal Services</td>
<td>Chart II, Fiscal Services</td>
<td>Reorganization</td>
</tr>
<tr>
<td>19</td>
<td>Chart II A 48843</td>
<td>F-Move under position #80136 Chart II A, Fiscal Services</td>
<td>Chart II, Fiscal Services</td>
<td>Reorganization</td>
</tr>
<tr>
<td>20</td>
<td>Chart II A 14857</td>
<td>V-Classification Chart II A, Fiscal Services</td>
<td>Chart II (footnoted)</td>
<td>Abolish</td>
</tr>
<tr>
<td>21</td>
<td>Chart II A 79034</td>
<td>V-Classification Chart II A, Fiscal Services</td>
<td>Chart II (footnoted)</td>
<td>Abolish</td>
</tr>
<tr>
<td>22</td>
<td>Chart II B 12979</td>
<td>V-Classification Chart II B, Faculty Housing</td>
<td>Chart III (footnoted)</td>
<td>Abolish</td>
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<tr>
<td>23</td>
<td>Chart II B 43011</td>
<td>F-Chart II B, Faculty Housing</td>
<td>Chart III, Commuter Services</td>
<td>Transfer/Redescribe</td>
</tr>
<tr>
<td>24</td>
<td>Chart II B 03389</td>
<td>V-Classification Chart II B, Fleet Services</td>
<td>Chart III, Fleet Services</td>
<td>Redescribe</td>
</tr>
<tr>
<td>25</td>
<td>Chart II B 04483</td>
<td>F-Classification, Move under position #900568 Chart II B, Fleet Services</td>
<td>Chart III, Fleet Services</td>
<td>Redescribe</td>
</tr>
<tr>
<td>Item No.</td>
<td>Chart No.(s)</td>
<td>Affected Position No.(s)</td>
<td>Classification/Organizational/Functional Change</td>
<td>Basis for Change/Impact on Position</td>
</tr>
<tr>
<td>---------</td>
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<td>-----------------------------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>26</td>
<td>Chart IIB 22681</td>
<td>F-Classification, Move under position #900568</td>
<td>Chart III, Fleet Services</td>
<td>Redescribe</td>
</tr>
<tr>
<td>27</td>
<td>Chart IIB 00469</td>
<td>F-Move under position #81242</td>
<td>Chart III, Mail Services</td>
<td>Reorganization</td>
</tr>
<tr>
<td>28</td>
<td>Chart IIC 80857</td>
<td>V-Classification</td>
<td>Chart IV, Bookstore System</td>
<td>Redescribe</td>
</tr>
<tr>
<td>29</td>
<td>Chart IIC 81673</td>
<td>F-Classification</td>
<td>Chart IV, Books</td>
<td>Redescribe</td>
</tr>
<tr>
<td>30</td>
<td>Chart IIC 17362</td>
<td>F-Move under position #80125</td>
<td>Chart IV, Books</td>
<td>Reorganization</td>
</tr>
<tr>
<td>31</td>
<td>Chart IIC 32876</td>
<td>V-Move under position #60125</td>
<td>Chart IV, Books</td>
<td>Reorganization</td>
</tr>
<tr>
<td>32</td>
<td>Chart IIC 17356</td>
<td>V-Classification</td>
<td>Chart IV (footnoted)</td>
<td>Abolish</td>
</tr>
<tr>
<td>33</td>
<td>Chart IIC 17359</td>
<td>F-Redescribe to add supervisory function</td>
<td>Chart IV, Mānoa Bookstore/Operations</td>
<td>Redescribe</td>
</tr>
<tr>
<td>34</td>
<td>Chart IIC 24959</td>
<td>F-Move under position #17359</td>
<td>Chart IV, Mānoa Bookstore/Operations</td>
<td>Reorganization</td>
</tr>
<tr>
<td>35</td>
<td>Chart IIC 42155</td>
<td>F-Move under position #17359</td>
<td>Chart IV, Mānoa Bookstore/Operations</td>
<td>Reorganization</td>
</tr>
<tr>
<td>36</td>
<td>Chart IIC 42156</td>
<td>F-Move under position #17359</td>
<td>Chart IV, Mānoa Bookstore/Operations</td>
<td>Reorganization</td>
</tr>
<tr>
<td>37</td>
<td>Chart IIC 12627</td>
<td>V-Classification</td>
<td>Chart IV, Branch Bookstore/Store I</td>
<td>Transfer/Redescribe</td>
</tr>
<tr>
<td>38</td>
<td>Chart IIC 80428</td>
<td>V-Classification</td>
<td>Chart IV, Branch Bookstore/Store I</td>
<td>Transfer/Redescribe</td>
</tr>
<tr>
<td>39</td>
<td>Chart IIC 47164</td>
<td>V-Classification</td>
<td>Chart IV (footnoted)</td>
<td>Abolish</td>
</tr>
<tr>
<td>40</td>
<td>Chart IIC 81507</td>
<td>F-Classification</td>
<td>Chart IV, Branch Bookstore/Store II</td>
<td>Transfer</td>
</tr>
<tr>
<td>41</td>
<td>Chart IIC 81378</td>
<td>V-Classification</td>
<td>Chart IV, Buying Group/ Campus Solutions</td>
<td>Redescribe</td>
</tr>
<tr>
<td>42</td>
<td>Chart IIC 81294</td>
<td>V-Classification</td>
<td>Chart IV, Buying Group/ Computer Sales</td>
<td>Revise position title</td>
</tr>
<tr>
<td>43</td>
<td>Chart III 79836</td>
<td>F-Classification</td>
<td>Chart V, Administrative Off, PBB, #79836</td>
<td>Reflect functional code title</td>
</tr>
</tbody>
</table>

Deborah Husbler, Director of Campus Services
Administrator's Signature, Name and Title

Data
Telephone Number

HR Review
OFA Review
Copies of letters and responses from internal campus offices
December 5, 2013

MEMORANDUM

TO: Tam Apple, Chancellor
    University of Hawai‘i at Manoa

    Kathy Cutshaw, Vice Chancellor for Administration, Finance and Operations
    University of Hawai‘i at Manoa

FROM: David Ericson, Chair
       Mānoa Faculty Senate

RE: Motion to Endorse the Proposed Reorganization of Campus Services

The Mānoa Faculty Senate approved the Motion to Endorse the Proposed Reorganization of Campus Services unanimously at the December 4, 2013 Senate meeting. The motion and corresponding reorganization checklist are attached.

The Committee on Administration and Budget (CAB) reviewed this issue and provided a report to the Senate at the December 4, 2013 Senate meetings.

You can access additional information pertaining to this motion/resolution at the following links:

- Documents Index

- Minutes Index
  http://www.hawaii.edu/uhmfs/minutes/2013_14/index.html#cab

Please feel free to contact me if you have any questions or need additional information.
Presented to the Mānoa Faculty Senate on December 4, 2013 by the Committee on Administration and Budget as a motion to endorse the reorganization proposal. Approved unanimously by the Mānoa Faculty Senate on December 4, 2013.

MOTION TO ENDORSE THE PROPOSED REORGANIZATION OF CAMPUS SERVICES

The Mānoa Faculty Senate endorses the proposed reorganization of Campus Services.

David Ericson, Ph.D., Chair

Halina Zaleski, Ph.D., Senate Secretary
Senate Committee name: CAB
Reorganization proposal: Campus Services
Date review completed: 11/15/13

Summary of faculty senate committee review:

Committee consultation with Administration (names and meeting dates): none

Committee consultation with affected units (names and meeting dates): none

Other committee consultations (names and meeting dates): none

Action recommended by the committee (check one):
- Endorse
- Endorse with Reservations
- Oppose
- Returned without recommendation

Comments (summary rationale for recommendations): This reorganization of Campus Services has no direct impact on any faculty because there are no faculty in Campus Services. The most relevant indirect impact is on the functioning of the Bookstore. CAB feels that the consolidation of branch bookstores (for other campuses) will make operations more efficient as will the creation of a new centralized Buying Group to facilitate purchasing in bulk for economies of scale and a separate Books Department that will serve both Mānoa and branch bookstores. Also Faculty Housing will be put under the management of an APT also responsible for Food Services and Mall Services.

Documentation of due diligence in faculty senate review of proposal:

Please provide comments to explain the committee’s rationale for each question. The lower the score, the more explanation there should be of shortcomings:

I. Adequacy of reorganization proposal documentation
   (Score 1 to 5: 1 inadequate, 5 excellent, or NA – Not applicable)

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Comments</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is the background and rationale for reorganization explained in sufficient detail to justify the organizational changes proposed?</td>
<td>Yes, some issues required additional consultation with the OVCS to clarify.</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Are the groups affected by the</td>
<td>yes</td>
<td>5</td>
</tr>
<tr>
<td>#</td>
<td>Question</td>
<td>Comments</td>
<td>Score</td>
</tr>
<tr>
<td>----</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>-------</td>
</tr>
<tr>
<td>1</td>
<td>Is the reorganization being proposed by the appropriate administrative leader, and vetted with the appropriate superior?</td>
<td>yes</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Have the members of the affected unit been consulted?</td>
<td>yes</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Has the administration responded to the unit's concerns about the reorganization?</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>4</td>
<td>Has all relevant information been posted on the appropriate website?</td>
<td>yes</td>
<td>4</td>
</tr>
</tbody>
</table>

II. Appropriateness of Administration's process and consultation
(Score 1 to 5: 1 = process not followed, 5 process followed in the best of faith, or NA - Not applicable)
### III. Merits of the proposal

(Score 1 to 5: 1 = proposal lacks merit, 5 = proposal achieves worthy goals, or NA = Not applicable)

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Comments</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Does the reorganization address or resolve a problem that has been identified/experienced?</td>
<td>yes</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Have other alternatives been explored before proposing reorganization, such as changing work processes?</td>
<td>no</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Is the reorganization consistent with the University strategic, program and financial plans?</td>
<td>yes</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>Is the current organization inadequate to address the problems experienced?</td>
<td>Somewhat unclear, because some the proposed structure is already in use.</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>What are the specific anticipated benefits of reorganization?</td>
<td>Clearer reporting lines and program titles, better marketing, more efficient bookstore system</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>Are the anticipated benefits significant enough to merit the effort of the reorganization?</td>
<td>yes</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>Does the reorganization minimize confusion over authority, roles and responsibilities?</td>
<td>yes</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>Are functional responsibilities homogeneously grouped under one organizational unit or are functions duplicated among or between various organizational segments?</td>
<td>This reorg consolidates merchandise buying in the Bookstore Buying Group, book handling in the Bookstore Books Department and branch bookstores in a new group.</td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>Are there unnecessary levels of supervision for the work that must be performed?</td>
<td>no</td>
<td>4</td>
</tr>
<tr>
<td>10</td>
<td>Are there cost savings?</td>
<td>no</td>
<td>NA</td>
</tr>
<tr>
<td>11</td>
<td>How significant are the cost benefits?</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>12</td>
<td>Are additional resources required?</td>
<td>Yes, $1,000 for new/reg’ed positions</td>
<td>3</td>
</tr>
<tr>
<td>13</td>
<td>How significant are the costs required?</td>
<td>Costs will be covered by existing operating budget</td>
<td>3</td>
</tr>
<tr>
<td>14</td>
<td>Is there an impact on the instructional mission?</td>
<td>There might be a minor positive impact in that the Bookstore may become more efficient (we shall see)</td>
<td>5</td>
</tr>
<tr>
<td>15</td>
<td>Is there an impact on the research mission?</td>
<td>no</td>
<td>NA</td>
</tr>
<tr>
<td>16</td>
<td>Is there an impact on the service or</td>
<td>Should not be</td>
<td>5</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
<td>Score</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>17  Do the benefits outweigh the negative impacts?</td>
<td>yes</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>18  Are any negative impacts of the reorganization justified?</td>
<td>None provided.</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>
Hi David - The internal review on the reorganization proposal for Campus Services has been completed and is now available on the Organizational Charts website for SEC review: http://www.manoa.hawaii.edu/ovcafo/neworgCharts/index.html

Please submit comments to Rae Kim (raenakam@hawaii.edu) within 45 days by Friday, December 13, 2013. Feel free to call me should there be any questions.

Thank you,
Ann NA Sakuma
Assistant to the Vice Chancellor - OVCAFO
University of Hawai‘i at Mānoa
Tel: 808-956-5658
Website: http://www.manoa.hawaii.edu/ovcafo/
From: Ann N. A. Sakuma
Sent: Tuesday, September 03, 2013 9:04 AM
To: Sandy French; Brian J. Higaki; Bob Nagao (rnagao@hawaii.edu); shirata@hawaii.edu; Tammy Kuniyoshi; Kyle Sergent
Cc: Val E. Yoshikane; Reed W. Dasenbrock; Francisco J. Hernandez Contact; Brian Taylor Contact; Kathleen Cutshaw; Deborah Huebler (dhuebler@hawaii.edu); 'Rae Kim' (raenakam@hawaii.edu)
Subject: INTERNAL REVIEW: Reorganization Proposal for Campus Services

TO: Mānoa HR, Mānoa Budget, and Mānoa Finance & Accounting

Please find attached the reorganization proposal for Campus Services. Have uploaded the below information onto the manaoreorg shared drive under file name “Campus Services Deadline 10-4-2013.”

- Full Proposal in PDF
- Action Memo in Word
- Executive Summary in Word
- Narrative in Word
- BJ/BT Table (Attachment 3) in Excel
- Proposed Org Charts in Visio
- Proposed Functional Statements in Word

Please work with Rae Kim (x69388) at Campus Services should there be any questions. For other reviewer’s easy reference, please reflect changes and updates directly onto the electronic documents as track changes. Please e-mail me (and copy the others for their info) once your section has been completed. After all sections are done, I will forward the consolidated internal review comments to Rae for her review and update.

NOTE: Deadline for internal review is Friday, October 4, 2013. Please feel free to call me if any questions.

Thank you, Ann (x65658) -
The Manoa Budget Office has no comments on the Campus Services reorganization proposal. It is noted that non-substantive technical changes were made to the proposed organizational charts and Attachment 3 in coordination with Campus Services staff.

On 9/3/2013 9:03 AM, Ann N A. Sakuma wrote:

TO:   Mānoa HR, Mānoa Budget, and Mānoa Finance & Accounting

Please find attached the reorganization proposal for Campus Services. Have uploaded the below information onto the manoareorg shared drive under file name “Campus Services Deadline 10-4-2013.”

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Please work with Rae Kim (x69388) at Campus Services should there be any questions. For other reviewer’s easy reference, please reflect changes and updates directly onto the electronic documents as track changes. Please e-mail me (and copy the others for their info) once your section has been completed. After all sections are done, I will forward the consolidated internal review comments to Rae for her review and update.

NOTE: Deadline for internal review is Friday, October 4, 2013. Please feel free to call me if any questions.

Thank you, Ann (x65658) -
Manoa HR has also completed its review of the Campus Services reorg proposal. Minor revisions were made to the proposed org charts and notes were added to the Narrative to detail the changes that need to be made (as per our meeting with Campus Services last week).

Thank you!

From: Tammy Kuniyoshi
Sent: Friday, October 04, 2013 3:23 PM
To: Teresa Kono; Curtis Zane
Subject: FW: INTERNAL REVIEW: Reorganization Proposal for Campus Services - MBO Comments

FYI == Can you add your notes or changes to the shared drive.

Thanks
Tammy

From: Ann N A. Sakuma
Sent: Friday, October 04, 2013 10:58 AM
To: Susan Hira
Cc: Sandy French; Brian J. Higaki; Bob Nagao (rnagao@hawaii.edu); Tammy Kuniyoshi; Kyle Sergent; 'Rae Kim' (raenakam@hawaii.edu)
Subject: RE: INTERNAL REVIEW: Reorganization Proposal for Campus Services - MBO Comments

Thank you Susan.
MHR + F&A: Today is the deadline for internal comments. Please update the shared drive to reflect changes and confirm to group on this e-mail message once completed so we can move forward to next step.
Thank you all,
Ann -

From: Susan Hira [mailto:shirata@hawaii.edu]
Sent: Friday, October 04, 2013 10:50 AM
To: Ann N A. Sakuma
Cc: Sandy French; Brian J. Higaki; Bob Nagao (rnagao@hawaii.edu); Tammy Kuniyoshi; Kyle Sergent; Val E. Yoshikane; Reed W. Dassenbrock; Francisco J. Hernandez Contact; Brian Taylor Contact; Kathleen Cuthshaw; Deborah Huebler (dhuebler@hawaii.edu); 'Rae Kim' (raenakam@hawaii.edu)
Subject: Re: INTERNAL REVIEW: Reorganization Proposal for Campus Services - MBO Comments

The Manoa Budget Office has no comments on the Campus Services reorganization proposal. It is noted that non-substantive technical changes were made to the proposed organizational charts and Attachment 3 in coordination with Campus Services staff.

On 9/3/2013 9:03 AM, Ann N A. Sakuma wrote:
Copies of letters and responses from unions

Attachment 7
October 29, 2013

Randy Perreira, Executive Director  
Hawai‘i Government Employees Association  
888 Mililani Street, Suite 601  
Honolulu, HI 96813-2991  

Dear Mr. Perreira:  

The University of Hawai‘i is proposing a reorganization of the Office of Campus Services at the University of Hawai‘i at Mānoa (UHM) and is requesting your input and comments relative to the proposal as part of the formal consultation process.  

As part of the University’s sustainability efforts, we have loaded the proposal and documents onto the UHM website at:  
http://www.manoa.hawaii.edu/ovcafo/neworg_charts/index.html  

Your comments on the proposal would be appreciated by Friday, December 13, 2013. If additional time is needed, please contact me prior to the above deadline. If we do not hear from you by the above date, we will assume there are no comments on the reorganization proposal.  

Should there be any questions, I can be reached at 956-2980 and dhuebler@hawaii.edu. Mahalo for your support and assistance with this reorganization proposal.  

Sincerely,  

Deborah Huebler  
Director  

[Signature]  

cc:  Rae Kim, HR Specialist  
Ann Sakuma, Assistant to Vice Chancellor Kathy Cutshaw  
Tammy Kuniyoshi, Director, UHM HR
October 29, 2013

Dayton M. Nakanelua, State Director
UPW Headquarters, O'ahu Division
1426 North School Street
Honolulu, HI 96817

Dear Mr. Nakanelua:

The University of Hawai‘i is proposing a reorganization of the Office of Campus Services at the University of Hawai‘i at Mānoa (UHM) and is requesting your input and comments relative to the proposal as part of the formal consultation process.

As part of the University’s sustainability efforts, we have loaded the proposal and documents onto the UHM website at:
http://www.manoa.hawaii.edu/ovcafo/neworg_charts/index.html

Your comments on the proposal would be appreciated by Friday, December 13, 2013. If additional time is needed, please contact me prior to the above deadline. If we do not hear from you by the above date, we will assume there are no comments on the reorganization proposal.

Should there be any questions, I can be reached at 956-2980 and dhuebler@hawaii.edu.
Mahalo for your support and assistance with this reorganization proposal.

Sincerely,

[Signature]

Deborah Huebler
Director

c:  Rae Kim, HR Specialist
    Ann Sakuma, Assistant to Vice Chancellor Kathy Cutshaw
    Tammy Kuniyoshi, Director, UHM HR
January 6, 2014

Deborah Huebler
Director, Office of Campus Services
1951 East-West Rd
Honolulu, HI 96822

Dear Ms. Huebler,

I apologize for the delay in getting a written response to you. I thank you and Ms. Rae Kim for meeting with me on December 19, 2013 to preliminarily discuss concerns and questions the Hawaii Government Employees Association had with the proposed reorganization of Campus Services. Pursuant to the discussions at that meeting, the following are requests and concerns we still have with the proposal.

- We ask that you consider reclassifying Office Assistant V, SR12, Position #17359 to Clerical Supervisor III, SR14. Position #17359 proposed change is to essentially replace the former Clerical Supervisor position that was abolished and so should be compensated at a higher level.
- We ask that consideration be given for a Special Compensation Adjustment- In Grade for Marketing Specialist, PBB, Position #79251. Position will now be incurring more complex duties including supervisory duties. In Grade SCA’s are made for this purpose.
- We ask that consideration be given for a Special Compensation Adjustment – In Grade for Fiscal Specialists PBB, Position #80136 and #80276. Positions will now be incurring more complex duties including supervisory duties.
- We ask that consideration be given for a Special Compensation Adjustment – In Grade for Auxiliary And Fac Services Manager, PBC, #81242. Position will now be incurring Mail Services and its 6 positions.
- In our discussion, it was stated that Bookstore Manager, PBD, Position #77253 will most likely be downbanded to a PBC from a PBD. Please confirm there will be no change or detriment to incumbent’s pay and benefits.

Thank you for the opportunity to meet and to respond to the proposal. I will await your response in writing.

Sincerely,

[Signature]
Lena Fernandes
Field Services Officer
January 21, 2014

Ms. Lena Fernandes
Field Services Officer
888 Miilani Street, Suite #601
Honolulu, HI 96813

Dear Ms. Fernandes,

Per your request in the letter dated January 6, 2014, the following is my response to your requests and concerns with the proposed reorganization of Campus Services:

- We will consider reclassifying Office Assistant V, SR12, position #17359 to Clerical Supervisor III, SR14.
- We will consider giving Special Compensation Adjustments for the following positions:
  - Marketing Specialist, PBB, position #79251
  - Fiscal Specialist, PBB, position #80136
  - Fiscal Specialist, PBB, position #80276
  - Auxiliary & Facilities Services Manager, PBC, #81242
- Pursuant to University Administrative procedure, A9.210, if Bookstore Manager, PBD, position #77253, is reassigned to a lower pay Band, the incumbent shall retain his basic rate of pay and be placed in the lower Band at the appropriate step.

Please feel free to contact me at (808) 956-2980 if you have any questions or need additional information.

Sincerely,

Deborah Huebler
Director