AUXILIARY SERVICES MANAGER

JOB DESCRIPTION

The Auxiliary Services Manager plans, organizes, directs, and supervises the College bookstore, copy/duplication center, and contracted food and vending services.

SCOPE

Under general direction of the Vice President, Administrative Services, responsible for directing and supervising the bookstore, the copy/duplication center, and the contracted food service and vending functions of the College; performs management duties within the Administrative Services organizational structure; and provides support functions for College programs as assigned.

EXAMPLES OF DUTIES

Duties include but are not limited to the following:

- Organizes, directs, and manages bookstore, food services and copy/duplication center activities as a profit center and/or a break-even service for the College (E)
- Develops and implements a business and marketing plan for the areas of responsibility, including appropriate publicity and advertising, to ensure financial stability for Auxiliary Services (E)
- Hires, trains, supervises and evaluates performance and provides leadership to assigned staff (E)
- Functions as a team member by utilizing effective communication and working relationships with staff, faculty, customers, vendors and the community at large (E)
- Directs staff in operational functions, including cashiering, ordering textbooks, trade books, supplies, marketing and related merchandising (E)
- Directs staff in the maintenance of high standards of merchandise presentation, display, store cleanliness and daily recovery (E)
- Develops and implements operating procedures, and recommends appropriate related policies in order to meet budget and service objectives (E)
- Plans and manages the maintenance of accounting records and processes, and preparation of daily statements reflecting balanced receipts for all service areas (E)
- Provides for the planning, supervision, and maintenance of stock and inventory controls and levels (E)
- Supervises activities related to the used book program (E)
- Creates and maintains appropriate bookstore image (E)
- Coordinates bookstore and copy/duplication activities with other components of the College (E)
- Reviews and manages District food and vending service operations by comparing performance to standards, specifications, and terms of contract (E)
- Provides staff supervision including training, coordination of tasks, assignment of priorities, resolving problems, and conducting performance evaluations (E)
Develops and manages budgets, goals and objectives, staffing recommendations, and capital outlay needs as necessary to ensure each unit operates efficiently and in accord with sound business principles while maintaining financial viability (E)

Prepares a variety of reports and correspondence appropriate to assignment; uses sophisticated computerized purchasing and inventory control, point of sale, and E-commerce software (E)

Re-evaluates service delivery models as an agency basis to improve service, and increase efficiency and profitability (E)

Attends workshops, conferences, and meetings related to assigned operations and other meetings as directed by the Vice President of Administrative Services

Serves on College committees as required or assigned

Performs special projects related to Administrative and Auxiliary Services as assigned

Performs duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

Education and Experience:

Education equivalent to a Bachelor’s degree in business administration or a related field; three years combined experience in retail and financial/business management; one year supervisory experience or managing employees in a bookstore environment or equivalent; and demonstrated competence in planning and evaluation, fiscal and program management, marketing and advertising, effective communication and leadership and the ability to successfully perform the duties listed above is required.

Knowledge of:

- Principles, procedures, methods, techniques, and strategies relative to the management of auxiliary service programs
- Supervisory principles and practices
- General accounting functions, budget preparation, and cost-center management
- Basic principles of retailing including marketing, pricing, discounting, merchandising, planning, stock and inventory control, cashiering, and display and promotion
- Modern office practices and procedures including office computer and applications
- Laws, rules, regulations, and codes related to assigned activities
- Effective leadership and managerial techniques
- Effective oral and written business communication skills

Ability to:

- Effectively and efficiently plan, organize, and direct the functions and activities of a comprehensive auxiliary service program
- Provide leadership and effectively train, supervise, and evaluate the activities of others
Ability to: (continued)

- Function as a team member and maintain effective working relationships with staff, faculty, College administration, customers, vendors and the community at large
- Communicate effectively verbally and in writing
- Resolve disputes, analyze situations, evaluate solutions and make creative and supportive recommendations
- Maintain accurate financial records and perform short and long-range budget, financial, and operating planning
- Analyze complex information related to contracts
- Perform duties in compliance with applicable College rules, regulations, policies and procedures
- Apply and interpret pertinent laws, regulations, and policies
- Consistently perform under the pressure of deadlines and other administrative demands

Desired:

- Demonstrated successful experience managing and coordinating multiple retail venues
- Experience in working in a labor union environment

WORKING CONDITIONS

Environment:

- Office environment

Physical demands:

- Hearing and speaking to exchange information
- Dexterity of hands and fingers to operate a computer keyboard, handle individual papers, and write and take notes
- Seeing to read files, documents, and computer screens
- Sitting for extended periods of time
- Lifting to handle papers, files, equipment, and material weighing up to 25 pounds

AUTHORITY/RESPONSIBILITY

The Auxiliary Services Manager has direct supervision of designated classified employees within the bookstore and copy/duplications center; oversees assigned food service and vending contracts; and is responsible for the overall effective functioning of these and other auxiliary areas as may be assigned.

Established: December 13, 2011