



SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

DIRECTOR OF AUXILIARY SERVICES

An Administrative Position (Exempt Status)

Grade AE

A. General Statement

Responsible to the Executive Vice Chancellor of Administrative Services, the position directs the planning, implementation and evaluation of auxiliary services and enterprise operations for the District including campus bookstores, fitness and aquatics center, food services operations and designated facilities rentals. The incumbent coordinates auxiliary services and enterprise operations; confers with enterprise managers, District vending contractors, faculty, staff, students, vendors, publishers and other representatives regarding merchandise resources and availability, budgeting, profit/loss, stock/inventory and other matters. Public and regulatory agency contact is extensive and includes students, staff, vendors and others for the exchange of policy and procedural information. A high degree of independent judgment and creativity is required to interpret and apply regulations to the resolution of a variety of minor and frequent major problems that occur. The Director of Auxiliary Services directs the work of auxiliary services and enterprise managers such as the Bookstore Managers, contracted food services managers, fitness and aquatics center managers, District vending, and other auxiliary services enterprise operations.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Develops and implements goals and objectives for all Auxiliary Service units and Enterprise operations that will maintain effective support services for the campus community
2. Exchanges information with College site auxiliary services and enterprise managers such as the, Bookstore Managers, contracted food services managers, fitness and aquatics center management, copy center employees, enterprise facilities rental employees, staff, vendors, publishers, business representatives, members of the public and others regarding short- and long-range operations planning and timelines for improved customer services, acquisitions, publicity and staff/student communications, development of new publisher and vendor resources, reporting, and other enterprise activities

3. Confers with staff regarding overall service delivery, sharing of various resources between District stores, uniformity of procedural implementation, modifications to policies and other matters of management consistency
4. Confers with faculty, students, and other staff regarding merchandise and food availability, budget, resources, order timelines, returns, payments, credits, exchanges, buy-backs, inventory, shipping and receipt of items
5. Trains, manages and evaluates the work of managers and staff; plans and recommends changes to staffing as required
6. Initiates planning of programs and projects that provide support to and assist the growth of enterprise operations
7. Explores, proposes and develops Board of Trustees-approved partnerships in support of the Strategic Plan
8. Establishes and monitors fiscal operations, income and expenditures
9. Uses spreadsheets and a variety of computer software to track costs, trends, merchandise availability and inventory, profit and loss statistics and other data
10. Researches, compiles data for, and prepares financial, statistical and other data for special and regular reports; directs the development and production of marketing and communications programs
11. Plans, directs, coordinates and participates in the enhancement of customer services such as implementation of effective customer relations, design, display and presentation of sale items
12. Customer satisfaction and promotional activities, and other operations
13. Confers with information systems department staff, vendors, business representatives and contractors regarding computer merchandise selection, product services, installation and repair, stock and inventory
14. Compiles statistical and other data for a variety of reports as assigned
15. Develops and recommends policies and procedures relating to auxiliary services, enterprise operations, community education, continuing education, and corporate education
16. Supervises the development of plans for the scheduled inspection of institutional compliance with local, state and federal regulations
17. Monitors issues, trends and emerging strategies in higher education auxiliary services and enterprise operations and incorporates information obtained into strategic planning
18. Serves on various District and College committees
19. Performs other related duties as assigned

C. Requirements

1. Possession of a Bachelor's degree in Business Administration, Retail Management, Public Relations, or a related field
2. Successful experience of increasing responsibility in one or more of the following areas: retail operations, food servers, or fitness center management
3. Experience with integrated systems that advance the operations of a complex organization
4. Leadership style that is creative, collaborative, productive and outcome oriented
5. Demonstrated skill in event, project, and program planning, implementation, and evaluation
6. Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic and ethnic backgrounds of community college students, faculty, and staff
7. Possession of a valid driver's license and the ability to drive a motor vehicle to off-site locations

D. Preferred Qualifications

Possession of a Master's degree in Business Administration or a related field

E. Physical/Other Requirements

This classification requires data analysis and comparison; attention to detail; interactions with a variety of people simultaneously; accurate work under deadline pressure; persuasive communication, tact, patience, visual comparison; confrontation; flexibility, adaptability; alternating sitting, standing; and driving a motor vehicle to off-campus sites, in order to perform the essential functions.

F. Knowledge, Skills & Abilities

1. Working knowledge of, and/or experience in the organization and management of educational auxiliary services and enterprise operations programs
2. Knowledge of applicable state and federal laws, such as Title 5, Education Code, and Government Code
3. Skill in analyzing data and information from diverse sources to create comprehensive plans and to provide appropriate interpretation of federal, state, and local laws and regulations
4. Skill in the use of computerized information and systems and their use in analysis and reporting
5. Knowledge of integrated planning and development of resources and facilities
6. Skill in respectful and sensitive communication with people who are diverse in their cultures, language groups and abilities; sensitivity to the value in, and issues related to, successfully serving a culturally diverse student population
7. Demonstrated sensitivity to and ability to work with the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, faculty and staff, including those with disabilities
8. Skill in strategic planning technology and methodologies, including facilitation of group planning activities
9. Skill in oral communication, including public speaking
10. Skill in written communication
11. Skill in directing, coordinating, and evaluating the work of others
12. Demonstrated skills in working successfully with a team of employees to establish goals, motivate, evaluate, and meet deadlines
13. Ability to provide leadership to, and work effectively as part of, an educational leadership team
14. Ability to be responsive, accessible, and committed to collegial relations
15. Ability to develop positive and effective working relationships with such groups as a Board of Trustees, Chancellor and College Presidents (District chief executive officers), staff, students, governmental and community representatives

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