



Director of Auxiliary Services

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Exempt	Exec/Admin/Managerial	Management	M-6	10/1/21	Management	1 of 3

DEFINITION: Under the leadership of the Vice President, Business and Administrative Services or designee, the Director of Auxiliary Services provides leadership and management of campus food services, bookstore, print services, mail room, and telephone operator.

DISTINGUISHING CHARACTERISTICS: The primary responsibility is to direct, plan, organize and evaluate the operational and budget needs of the campus food services, bookstore, print services, mail room, and telephone operator. The Director develops effective operating policies, procedures, and practices.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS:

Duties may include, but are not limited to, those listed below.

- Directs and plans campus and extension operations of the bookstore to provide services to students and faculty and to cover all operational costs.
- Manages the purchase of textbooks, other books, various categories of general merchandise, operating equipment and related supplies for resale. Establishes correct margin schedules to cover costs of operation and needs of the District for revenue from enterprise operations. Reviews vendor accounts to assure that product mix is appropriate and provide dollar value and appropriate margins.
- Manages bookstore information services and systems. Acts as principal contact for third party applications software and District interface providers. Analyzes problems and communicates to providers and maintains an ongoing dialog until problems are resolved. Coordinates and oversees all third-party billing programs. Maintains the in-store computer systems specific to bookstore operations--including computers, software, terminals, and is responsible for maintenance and necessary repairs, upgrades and backup.
- Oversees the operation of a shipping/receiving, distribution/warehouse facility; responsible for both the physical receiving of merchandise and the preparation of redistribution of incoming bookstore merchandise to all store locations. Assures timely receipt and return of bookstore merchandise by coordinating deliveries between receiving/shipping facility and sales locations; sets priorities and timelines for completion of assigned functions; directs and monitors receiving process to assure accuracy and integrity of merchandise flow.
- Responsible for implementation of cash control procedures to minimize loss of funds.
- Oversees and reviews store layout, fixtures and design.
- Develops and revises operating policies, procedures and practices in conjunction with all district bookstores in accordance with effective retail practices and guidelines. Appraises, reviews and analyzes industry trends and practices and technical innovation to provide good customer service.
- Maintains operations control; monitors and analyzes sales results, operating statement, and cash reports; develops and implements reports as necessary.
- Plans, organizes, coordinates, supervises and implements all advertising, merchandising, displays for merchandising efforts and promotional events such as book buy-backs and used book sales.
- Maintains relationships and interacts with faculty, students, administration, local competitors, internet competitors, educational institutions and industry groups to resolve problems, answer questions and/or respond to concerns as it relates to bookstore operations.
- Assures the safety and security of assigned facilities; determine facilities, equipment and staffing requirements for existing and new bookstore programs; supervises financial inventory process.



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- Plan, organize, and manage a profitable college food service program. Determine new locations and methods for effectively and efficiently providing food services to students and staff that meet their scheduling needs.
- Devise a strategic marketing plan to attract students and staff consumers; promote programs and products through special offers and other advertisements.
- Develop and maintain the program budget; research and recommend equipment purchases.
- Monitor orders placed; and maintain account balances within approved limits. Negotiate with vendors to obtain the best prices; work with vendors to identify current and changing food products and trends.
- Establish and monitor internal procedures and controls related to cash collections and disbursements. Review and approve hiring recommendations; supervise classified and hourly staff; assign and review work; conduct employee performance evaluations; recommend disciplinary action as needed.
- Provide leadership and management for additional auxiliary services such as the campus mail room and telephone operator.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge Of:

- Bookstore and food services business operations.
- Principles and practices of enterprise management.
- Methods and techniques of product and services ordering.
- Applicable sections of building codes.
- Applicable sections of State laws, rules, and regulations.
- Applicable accounting spreadsheet and database computer software.
- Principles and practices of program development and administration.

Ability To:

- Analyze situations and determine effective course of action.
- Communicate effectively, both orally and in writing.
- Hire, train, supervise, schedule, coach and evaluate staff.
- Implement concepts of shared governance.
- Interpret and apply rules, regulations, policies and procedures.
- Demonstrate management and leadership skills.
- Establish and maintain cooperative working relationships with those contacted in the performance of duties.
- Organize and supervise the work of others.
- Serve as a resource person to staff.
- Prepare statistical and narrative reports in a clear and concise manner.
- Negotiate contracts and vendor agreements.
- Establish effective loss-control policies and procedures.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, politics, philosophy, disability, and religious



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background of all students, faculty and staff.

Education/Training:

Bachelor's degree in business administration, retail management or closely related field.

Experience:

Five years of related experience, including three years of managerial experience in a college bookstore and/or food service operation.

Actions: Newly created classification adopted by the Governing Board on 10/01//2021

Amended: N/A