



AUXILIARY SERVICES MANAGER

DEFINITION

Under general direction, plans, supervises, organizes, coordinates, and reviews the work of staff performing technical and administrative duties within all Auxiliary Services programs and operations; coordinates the procurement of goods and services and facility usage for auxiliary services; prepares and maintains budgets; provides complex staff assistance to management in assigned areas of expertise; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Received general direction from the Deputy Superintendent/Executive Vice President, Administrative Services. Exercises direct supervision over technical and administrative staff.

CLASS CHARACTERISTICS

This is a management classification responsible for exercising independent judgement on diverse and specialized activities related to the administration and operations of the District's Auxiliary Services programs with ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for overseeing day-to-day operations and for providing professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff in the Auxiliary Services Department, including but not limited to operations and activities of the Rams Bookstore, Performing Arts Center (PAC), Student Activities Center, food and vending, and printing services; coordinates assigned services and operations with those of other divisions and outside agencies.
- Trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned services.
- Monitors activities of the Auxiliary Services staff; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Participates in the development, administration, and oversight of budgets for various auxiliary services; determines funding needed for staffing, equipment, materials and supplies; ensures compliance with budgeted funding.
- Manages the services and activities of the Performing Arts Center (PAC), including production operations, box office and ticketing activities, budgeting, and facilities management; assists with marketing, public relations, audience development, funding, and grant development for the PAC.

- Monitors and oversees the daily operations of the Rams Bookstore physical location as well as online including the procurement and inventory of materials, supplies, products, and equipment; cash handling; web-based orders; and customer communication according to applicable District policies and procedures.
- Coordinates auxiliary services and related communications and information between District personnel, administrators, students, departments, vendors, and others; calendars and maintains event timelines and priorities; ensures event activities comply with established standards, regulations, and policies and procedures; ensures proper and timely resolution of auxiliary services issues and conflicts.
- Coordinates and performs professional-level administrative and programmatic work in procurement and contract administration for the District's auxiliary services; monitors and reviews the work of service providers to ensure compliance with the terms of their contracts and resolves service delivery issues with providers.
- Reviews, evaluates, and approves requests for events on campus; coordinates the use of campus facilities for non-instructional events; develops and maintains the campus master calendar; schedules and arranges for equipment and personnel used in support of campus events.
- Coordinates the scheduling, operation, and use of shared facilities, ensuring appropriate pricing structure and insurance coverage; negotiates and secures contracts for the use of off-campus facilities for District courses; manages and coordinates annual and longer-term facility use agreements.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in service areas; researches emerging products and enhancements and their applicability to District needs.
- Maintains files, databases, and records related administration and operations; prepares a variety of written reports, memoranda, and correspondence.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Ensures staff observe and comply with District and mandated safety rules, regulations and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices, theories, and methods of planning, organizing, and managing District auxiliary services, operations, and activities, including performing arts, bookstore, event services, and print services.
- Principles and practices of budget development and administration.
- Principles and practices of merchandising and inventory management.
- Principles and practices of financial record keeping, including contracts, purchasing, and cash handling.
- Principles and practices of contract administration.
- General knowledge of accepted business and retailing practices.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- District and mandated safety rules, regulations and protocols.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and

sexual orientation.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Evaluate and develop improvements in operations, procedures, policies, and methods.
- Develop and monitor budgets and effectively utilize resources.
- Effectively coordinate and administer a variety of services, programs, and activities.
- Make accurate arithmetic, financial, and statistical computations.
- Prepare bids, RFPs, and negotiate contracts according to applicable rules, regulations and requirements.
- Research, assess and implement innovative technologies and procedures.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Effectively represent the department and the District in meetings with governmental agencies and various businesses and professional organizations, and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, business administration, or a related field.

Experience:

- Five (5) years of increasingly responsible administrative experience working with theater, bookstore operations, facilities management, or related functions in a college or similar environment, including two (2) years of supervisory experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.