

AUXILIARY SERVICES MANAGER

DEFINITION

Under administrative direction plans, organizes, directs and manages the Bookstore or Food Service programs for both MJC and Columbia College implements operational procedures designed to ensure a cost effective and cost beneficial operation; serves as a resource to District personnel regarding Auxiliary services and performs other related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from a senior manager/Vice President.

Provides direct supervision to lower level professional, technical and support staff assigned to auxiliary services operations.

EXAMPLES OF DUTIES

- Plan, organize, coordinate and direct the Bookstore or Food Service program, including convenience stores and other auxiliary services units.
- Supervise, train and evaluate bookstore or food service personnel; assigns work schedule; oversees workflow.
- Plan, organize and direct weekly, monthly, and quarterly sales plans for each assigned unit; set and monitor sales goal; provide direction where needed.
- Develop and manage annual budgets for each assigned unit; authorize expenditures within established guidelines; supervise maintenance of accounting records of income and expenditures.
- Review inventory levels on an on-going basis and implementation and maintenance of inventory and expenditure control procedures
- Monitor and evaluate the purchase, receiving, storage and distribution of food service or bookstore supplies, materials and equipment
- Plan, organize, develop, and implement policies and operational procedures that ensure adherence to District, State and Federal policies, regulations and guidelines.
- Review, monitor and evaluate the performance of auxiliary service personnel; actively participate in the recruitment and selection of auxiliary service personnel for assigned area.
- Plan, organize and conduct personnel in-service and orientation training programs, as necessary.
- Confer with and advise District personnel regarding auxiliary service personnel or other problems, issues and concerns, and recommend alternative problem solutions.
- Establish and maintain standards for quality and quantity control, cleanliness and sanitation.
- Prepare or assist in the preparation of specifications for auxiliary service supplies, materials and equipment; including but not limited to textbooks, trade books, supplies, gifts, clothing, equipment food and other related items. • Meet with vendors to negotiate pricing and terms of contracts.
- Plan, organize, develop and maintain a data management, storage and retrieval system.
- Direct, coordinate, analyze financial reports, profit and loss statements, and other general accounting functions of assigned area of responsibility.
- Coordinate the promotion, advertising and public relations activities for assigned units
- Perform other duties, as assigned.

TYPICAL WORKING CONDITIONS

- Worksite is at both MJC and Columbia College.
- Work is generally performed in a standard office environment.
- Work requires occasional evening and weekend hours.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, procedures, methods, techniques and strategies relative to the management of a comprehensive auxiliary service program;
- Basic principles of retailing and foodservice including prices, discounting, merchandising, planning, stock and inventory control, display and promotion.
- Legal mandates, policies, regulations and guidelines pertaining to a food service and bookstore operations;
- Practices, methods, procedures and strategies of management, organization and supervision;
- Principles and practices of budget preparation and administration;
- Safe and sanitary working methods and procedures.

Ability to:

- Effectively and efficiently plan, organize and direct the functions and activities of a comprehensive auxiliary service program;
- Develop product and service specifications;
- Plan, organize, establish and maintain appropriate, efficient and effective data management, storage and retrieval systems;
- Communicate effectively in oral and written form;
- Understand and carry out oral and written directions with minimal supervision;
- Establish and maintain cooperative organizational and community relationships.

Licenses and Certificates:

Possession of a valid California Motor Vehicle Operator's License.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.

- **Lifting:** occasional lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Education: Equivalent to the completion of a Baccalaureate or higher degree with emphasis in institutional food management, retail operations or a closely related field.

Experience: Four years of increasingly responsible merchandising experience in general retail, food service and/or bookstore operations, with two years supervisory or management experience preferred.

Class Adopted: 3/1/09

Class Amended: 9/11/13