



## Classification Description

---

**Job Title:** Assistant Director, Auxiliary Services

**Pay Grade:** 114

**Job Code:** 3523

**FLSA Status:** Exempt

### **Job Purpose**

The Assistant Director of Auxiliary Services participates in the management of multiple functional units within Auxiliary Services College-wide. This position performs advanced technical and professional work in the financial and business support of the College's auxiliary services which include, but are not limited to, event services, food service operations, bookstore operations, administrative and student printing, vending services, and the Barbara B. Mann. This position ensures compliance with contract terms and monitors financial performance for all food services and vending operations. This position acts as the primary liaison between the Auxiliary Services Department and the Financial Services Department.

### **General Responsibilities**

#### **Essential Functions**

Serves as point of contact for and manages food service and vending operations. Collaborates with the Director of Auxiliary Services in the oversight of assigned contracts to ensure compliance, operational management, and a high level of quality and innovative services.

Collaborates with the Auxiliary Services' Assistant and Associate Directors in the financial oversight of all campus auxiliary related contracts to ensure compliance, operational management, and a high level of quality and innovative services.

Responsible for assisting in the development of RFPs/ITNs in collaboration with department leadership.

In collaboration with the Auxiliary Services' Assistant and Associate Directors, develops College-wide Operating Procedures regarding the administration and implementation of campus auxiliary services. Participates in strategic planning, including unit planning, for the expansion of auxiliary services and programs.

Responds timely and accurately to inquiries from students, vendors, and staff regarding Buc Card transactions. Resolves student and staff financial issues in relation to the Buc Card.

## ASSISTANT DIRECTOR, AUXILIARY SERVICES

Verifies student and staff member financial transactions on the Buc Card and researches and resolves discrepancies.

Processes all student and staff Campus Bucs refunds in accordance with College operating procedure. Processes manual Buc Card transactions and reconciles the Buc Card system daily, weekly, monthly and annually. Prepares financial reports of the CSGold system.

Reconciles and processes payments to vendors for purchases made via Buc Card with Campus Bucs and financial aid. Performs account reconciliations for the Buc Card program.

Researches and resolves student issues with financial aid availability on the Buc Card.

Prepares weekly, monthly and quarterly routine and detailed departmental fiscal reports, such as fund balance projections, revenue and expense projections and monthly profit/loss statements for the various auxiliary service operations.

Assists leadership in providing detailed reconciliations, documentation or responses to audits of auxiliary financial operations.

Serves as the liaison with the Financial Services Department (including cashiering and Bursar's Office) and ensures College financial operating procedures are adhered to.

Processes invoices and charge backs for administrative printing, facility rentals and other auxiliary services.

Responsible for conducting the annual physical inventory and asset management for Auxiliary Services.

Creates and processes departmental budget and financial documents including, but not limited to, purchase requisitions, travel reimbursements, p-card transactions, payroll, budget transfers and check requests.

Regularly reviews transactions in the general ledger and trial balance to ensure that financial transactions that have posted are accurate.

Develops and maintains internal spreadsheets to assist in reconciliation process and to provide supporting documentation, as needed.

Prepares and presents routine and special projects, which may include statistical and financial analysis, research, data compilation and report preparation. Researches and presents information for new auxiliary programs, operations, and locations.

Assists Auxiliary Services Director with the preparation of the annual department budget. Monitors the budget to actual activity throughout the fiscal year, analyzes variances and recommends adjustments to the budget as needed.

Represents department leadership at meetings, events, and other forums, as needed.

## ASSISTANT DIRECTOR, AUXILIARY SERVICES

Responsible for planning, executing, and evaluating projects according to predetermined timelines and budgets. Explains project expectations and deadlines effectively. Ensures projects stay on track. Resolves any issues and solves problems throughout project life cycle. Tracks and reports on project milestones and provide status reports and updates to department leadership regularly.

Serves as backup to other Auxiliary Services personnel.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education in business, management, marketing, or related field.

Four (4) years of experience in event management/customer service, appropriate financial experience, or other related experience. Appropriate combination of education and experience may be substituted.

Must possess excellent interpersonal and customer services skills with a variety of constituencies and be willing to contribute to a team effort.

Personal and educational philosophy compatible with the goals, objectives, and mission of the College.

Ability to travel independently within the College district.

Ability to work evening, early morning, and/or weekend hours as needed.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.

## ASSISTANT DIRECTOR, AUXILIARY SERVICES

- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 11, 2014. Revised: January 25, 2016, May 23, 2017, and February 24, 2022.  
Revised: July 1, 2023.