



Classification Description

Job Title: Associate Director, Auxiliary Services

Pay Grade: 116

Job Code: 3939

FLSA Status: Exempt

Job Purpose

The Associate Director of Auxiliary Services participates in the leadership and management of multiple functional units within Auxiliary Services College-wide. Work requires close adherence to College Policies and Procedures and applicable Federal and State laws. This position ensures compliance with contract terms and monitors financial performance. This position acts as the primary liaison between the institution and contracted service providers.

General Responsibilities

Essential Functions

Serves as point of contact for and manages all assigned campus auxiliary services areas and operations. Collaborates with the Director of Auxiliary Services in the oversight of assigned campus auxiliary related contracts to ensure compliance, operational management, and a high level of quality and innovative services. Auxiliary services areas include, but are not limited to, dining services, vending, bookstores, Buc Card, brand licensing & trademarks, and communications and promotions projects.

Responsible for the research and development of assigned auxiliary operations, including program creation and development, policy and procedure development, contract management and evaluation of products and services.

Travels to all campuses and the Hendry/Glades Curtis Center, as needed. Collaborates with appropriate campus and College leadership and staff to ensure consistent services and growth of all auxiliary services and programs.

Researches, presents information, and makes recommendations for new auxiliary programs, operations and locations College-wide.

In collaboration with the Director, develops College-wide policies and operating procedures regarding the administration and implementation of auxiliary services operations.

Manages College signage in collaboration with FSW's Information Technology, Facility Management, and Marketing and Media departments for the entire College.

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Oversees overall quality control of assigned line staff by sample proofing, reviewing, and color management requirements.

Participates in strategic planning, including unit planning, for the expansion of auxiliary services and programs.

In collaboration with FSW's Information Technology staff, develops and supports auxiliary services technologies and software programs.

Assists the Director in reviewing and preparing Auxiliary Services annual effectiveness report and corresponding action plan in support of the College's Mission Statement, Vision Statement, and Strategic Plan.

Assists the Director in identifying, building and enhancing business relationships with other departments/individuals; develop proposals, make presentations, and coordinate integration of outcomes into department goals and objectives; assist in conducting evaluations and assessments of divisional programs and objectives.

Assists the Director, Auxiliary Services in both routine and special departmental and College projects, which may include statistical and financial analysis, research, data compilation, and report preparation. Collaborates with appropriate staff on assigned projects. Schedules tasks and coordinates with various College constituents as directed to accomplish project results.

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.

Oversees development and surveying of focus groups for assigned auxiliary operations by assigned line staff and reports on findings. Uses data to develop unit plans and departmental strategies to improve service levels.

Manages multiple budgets for assigned auxiliary services operations; monitors, verifies and reconciles expenditures of budgeted funds. Analyzes revenue streams and expenses. Ensures compliance in the timely and accurate receipt of commissions and payments.

Assists department leadership in the planning and collaboration with Facilities Planning & Management in the design, coordination and managing of construction and capital projects.

Participates in national and state organizations which directly relate to the advancement of College auxiliary services.

Represents department leadership at meetings, events and other forums as needed. Serves as backup to all auxiliary personnel.

Hires, trains, coaches, evaluates, and supervises assigned personnel.

Performs other duties as assigned.

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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 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.

Six (6) years of professional fulltime work experience in Auxiliary Services, event management/customer service, appropriate financial experience, or other related experience. Appropriate combination of education and experience may be substituted.

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

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

Ability to travel independently to all FSW campuses in Lee, Charlotte, Collier and Hendry counties, as needed.

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

Ability to work evenings, early mornings and/or weekend hours, as needed.

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.
- 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.

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- 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: April 1, 2021. Revised: February 24, 2022, July 1, 2023, and June 19, 2024.