



**Position Title:** Director, Auxiliary Services  
**Reports To:** Associate Vice Provost, Business Services  
**Department:** Business Affairs  
**Prepared By/Date:** Donna French/12-01-2011  
**Approved By/Date:** Christopher Starling/12-14-2011  
**Revised:**

**Job Code:** 0123-00E  
**Job Group:** PEC  
**Salary Grade:** 17  
**FLSA Status:** Exempt

**Summary:**

This position directs all activities of Auxiliary Services, such as bookstores, foodservice, vending machines, ATMs, public printers, and other revenue generating business enterprises college-wide.

**Essential Duties and Responsibilities:**

- Coordinates the accounting and reporting for a Budgeted Revenue of approximately \$3.7 million, college-wide
- Assists with budgeted expenses
- Administers all aspects of contracts with external vendors for bookstores, foodservice, vending, and other revenue-generating activities of Auxiliary Services
- Implements administrative procedures and systems to carry out departmental service-oriented objectives and College policies
- Prepares and analyzes reports relative to the financial and operating performance of revenue operations
- Participates in College and campus community relations by representing department at meetings and serving on committees as needed
- Facilitates the communication of textbook issues between academic departments and the bookstores, and addresses customer service issues with all of the vendors providing auxiliary services to the College community
- Coordinates facility upgrades and maintenance for all auxiliary services to ensure accessibility and service quality
- Oversees responsibility for the sale of Miami-Dade transportation (MDTA) passes for eligible students
- Performs other duties as assigned

**Knowledge, Skills and Abilities:**

- Expertise in retail sales, managerial accounting, and microcomputer hardware and software systems
- Possess strong knowledge of college bookstore operations, faculty-bookstore relationships, and related customer service issues
- Knowledge of quantity food procurement, methods of food preparation, and service
- Knowledge of planning foodservice facilities and specialized equipment
- Possess excellent interpersonal and communication skills (both written and verbal)
- Ability to work on multiple projects simultaneously and work well under limited time constraints
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations
- Ability to read, analyze, and interpret financial statements and/or comprehensive financial annual financial reports
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to understand the specialized needs of the College community
- Ability to travel locally in order to maintain adequate oversight to all campuses or sites being

- served
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Ability to professionally deal with employees, students, architects, contractors, and private enterprise representatives in order to serve College effectively
- Ability to work well in a multi-ethnic and multi-cultural environment with students, faculty and staff

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Essential Personnel:**

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

**Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor’s degree In Business Administration or related field and eight (8) years of experience in institutional management (bookstore, cafeteria, or other retail enterprises); or M.B.A. (Master’s degree in Business Administration) and four (4) years of related experience

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name