

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**
SUPERVISORY/MANAGEMENT

CLASS TITLE: **DIRECTOR**
AUXILIARY SERVICES

SALARY TABLE: **30**

SALARY RANGE: **155**

BASIC FUNCTION:

Under the direction of the Vice President - Business Services, plan, organize and direct the operations of Food Services, Satellite Services, and Campus Store, including related purchasing, marketing, merchandising, customer service, inventory management; control the preparation, quality and sale of food items at various campus locations, and related budgetary accountability. Perform a variety of specialized duties involved in the preparation and introduction of new venues; related fiscal, contractual and purchasing documents and correspondence; prepare, develop and maintain long-range plans for Food Service, Satellite Services, and Campus Store for the District; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, and direct the operations of Auxiliary Services operations (to include Food Services, Campus Store and Satellite Services) including related purchasing, merchandising, customer service, inventory management; the preparation, quality, and sale of food items at various campus locations; and related budgetary accountability. Assure related activities comply with established laws, codes, rules, regulations, ordinances, policies and procedures.

Perform a variety of specialized duties involved in the creation, preparation, and introduction of new venues; related fiscal, contractual and purchasing documents and correspondence; prepare, develop and maintain long-range plans for Auxiliary Service operations for the District.

Coordinate and direct personnel, communications and resources to assure smooth and efficient Auxiliary Service activities; confer with administrators, staff, vendors and others regarding products, needs and related plans, events and activities; assure proper and timely identification and resolution of issues, conflicts and discrepancies; resolve complex service issues as needed.

Coordinate and control purchasing, receiving, margins, menu development and food costing; maintain Point of Sale system and the modifications to menu and inventory software; serve as primary contact for the Health Department and assure violations are corrected.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure accuracy, completeness and compliance with established standards, requirements and procedures.

Perform a variety of budgetary, financial assessment, marketing and merchandising activities to assure smooth, efficient and profitable activities; review and evaluate budgetary information to determine financial effectiveness; review daily sales reports to assure accuracy of sales transactions and proper inventory control.

Plan, organize and direct the operations including purchasing, merchandising, cashiering, customer service, and inventory and accounting functions; establish and maintain related time lines and priorities; assure activities comply with established standards, requirements, laws, codes, rules, regulations, policies and procedures.

Provide consultation to administrators, personnel, outside agencies, customers and the public concerning Auxiliary Service operations and related functions; respond to inquiries, resolve issues and conflicts and provide detailed and technical information concerning related products, services, laws, codes, standards, requirements, goals, objectives, rules, regulations, policies and procedures.

Plan, organize and direct the development and implementation of Auxiliary Service marketing functions and strategies; coordinate promotional activities to enhance patronage of Auxiliary Service operations.

Coordinate Auxiliary Service communications and information between administrators, personnel, students, outside organizations and the public.

Develop and prepare the annual Auxiliary Service budget; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; review and approve invoices for payment and sign related checks.

Direct activities to assure related venues are maintained in a clean, safe, and orderly condition.

Direct purchasing activities to meet Auxiliary Service needs and assure adequate and appropriate inventory of products. Resolve complex purchasing and inventory issues as needed.

Provide technical information and assistance to the Vice President- Business Services regarding Food Service, Satellite Service and Campus Store activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Operate a variety of office equipment including a computer and assigned software; oversee computer system maintenance and upgrades; drive a vehicle to conduct work.

Attend and conduct a variety of meetings as assigned

Maintain current knowledge of Food Service, Satellite Service and Campus Store trends, standards and practices.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Management of the Food Service, Satellite Service and Campus Store Services including purchasing, merchandising, quality control, marketing, customer service, inventory and accounting functions.

Retail merchandising and customer service techniques, practices and procedures.

Inventory practices and procedures including storage and rotation of perishable products.

Purchasing practices, procedures and terminology.

Sources of supply, commodity markets, marketing practices and commodity pricing methods.

Technical aspects of researching, comparing and purchasing retail products.

General accounting practices, procedures and terminology.

Applicable laws, codes, rules, regulations, policies and procedures.

Budget preparation and control.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Financial and statistical record-keeping and report preparation techniques.

Operation of a computer and assigned software.

Principles and practices of administration, supervision and training.

Practices, procedures and techniques of inventory control.

Mathematical computations.

ABILITY TO:

Plan, organize and direct the operations of the Food Service, Satellite Service and Campus Store including purchasing, merchandising, marketing, cashiering, customer service, inventory, and accounting functions.

Coordinate and direct personnel, communications and resources to assure smooth and efficient Food Service, Satellite Service and Campus Store operations.

Manage and evaluate the performance of assigned personnel.

Assure proper and timely resolution of Food Service, Satellite Service and Campus Store issues, conflicts and discrepancies.

Perform a variety of budgetary, financial assessment, marketing and merchandising activities to assure smooth, efficient and profitable activities.

Review daily sales reports to assure accuracy of sales transactions and proper inventory control.

Direct purchasing and inventory functions to assure adequate supply of Food Service, Satellite Service and Campus Store products.

Coordinate promotional activities to enhance Food Service, Satellite Service and Campus Store patronage.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Work independently with little direction.

Plan and organize work.

Prepare and maintain various financial and statistical records, reports and files.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree in Business Administration or related field and five years increasingly responsible experience including purchasing, quality control, fiscal, merchandising, marketing, customer service, or inventory functions. Two years supervisory experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and outdoor work environment.

Food Service, Satellite Service and Campus Store environment.

Frequent interruptions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Hearing and speaking to exchange information.

Sitting or standing for extended periods of time.

Reaching overhead, above the shoulders and horizontally.

Bending at the waist, kneeling or crouching.

Lifting, carrying, pushing or pulling light objects as assigned by the position.

Mobility to reach various campus locations.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, linguistic, disability, and ethnic backgrounds of Community College students.