

DIRECTOR, AUXILIARY SERVICES AND ENTERPRISE OPERATIONS
JOB DESCRIPTION – CLASSIFIED SUPERVISORY

POSITION OVERVIEW

Responsible for the administration, management, supervision, leadership, and direction of the college's Auxiliary Services and Enterprise Operations Department, which includes the Student Business Office, Café, Campus Store, and other retail operations as well as provides coordination, direction, and training for the management of the district's student accounts receivables and campus cashiering operations. This position reports to the Vice President of Administrative Services and may act as liaison with other administrators, students and staff members.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are essential for this position and illustrate the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plan, assign, supervise, train, and evaluate the work of staff involved in auxiliary services and enterprise operations to ensure efficient and effective delivery of services.
2. Ensure that practices and standards align with district Board Policies and Administrative Regulations.
3. Review, update, and maintain the student registration billing tables within the district student information system.
4. Assure that student registration fees align with federal, state, and local laws.
5. Manage credit card and electronic payment processing for the district working with Information Technology Services to ensure Payment Card Industry compliance items are met.
6. Implement policies and procedures for campus cash control; oversee preparation of annual budgets for Diversified Trust, Diversified Agency, Student Representation, Student Life and Leadership, Community Services, and Campus Store.
7. Supervise all accounting activities for auxiliary and enterprise accounts including purchasing services, accounts payable, budget planning and forecasting, student award distribution, cash collection and bank deposits, and account reconciliation.
8. Effectively evaluate staff performance.
9. Oversee the maintenance and reconciliation of inventory records for retail operations.
10. Management of department contracts.
11. Oversee the sale of student, staff, faculty, visitor, and vendor parking permits and maintain all records pertaining thereto.
12. Ensure department compliance with payroll and accounting deadlines and establish schedules to ensure compliance.
13. Manage the in-service training of all full-time employees, part-time employees, and student workers.
14. Supervise the collection and reporting of registration fees; work in coordination with campus financial aid and district accounting to disburse and reconcile student financial aid awards.
15. Ensure that all department areas apply current and effective methods of accounting, customer service, technology, data collection, and product disbursement.
16. Maintain monthly general ledger accounts and balances of subsidiary income and expenditures accounts.
17. Train campus personnel in cash-handling procedures and accountability in cash transactions.
18. Forecast department personnel and equipment needs for recommendation to the Vice President of Administrative Services.

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19. Maintain and update section sponsorships within the student information system for public safety students, apprenticeships, Orange County Transportation Authority contract, and other programs.
20. Prepare and submit profit and loss statements and other financial reports as required or requested.
21. Work directly with district and external auditors to perform annual audits.
22. Supervise accuracy of ticket sales for athletic and special events, and accounts for all financial transactions.
23. Oversee the districtwide student, staff, and faculty photo ID system.
24. Perform other duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Principals and methods of general accounting, retail planning, budgeting, forecasting, and analysis.
2. Techniques for planning and implementation of new projects, software, and hardware.
3. Principles of supervision, training, and performance evaluation.
4. Effective and concise verbal and written communication skills.
5. Local, state, and federal laws and regulations pertaining to campus operations.
6. Retail finance concepts and principles.
7. Principles of composition, report, and proposal writing.
8. Leadership, team building, motivation, and conflict resolution principles.
9. Effective planning and organizational techniques.
10. English usage, spelling, grammar, and punctuation.

Ability to:

1. Plan and configure management information systems relative to the use of computerized technology.
2. Perform complex work within district policies, administrative regulations, and department objectives.
3. Establish and maintain cooperative working relationships with college and district personnel, external contractors, vendors, professional colleagues and representatives from various outside agencies.
4. Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
5. Oversee, direct, and coordinate the work of assigned staff, along with activities of multiple departments and retail operations.
6. Review and evaluate employee job performance, effectively supervise assigned staff, and foster a teamwork environment.
7. Select, supervise, train, and evaluate staff.
8. Participate in the development and administration of goals, objectives, and procedures for assigned area.
9. Develop and implement procedures that improve efficiency and ensure compliance with applicable laws, codes, regulations, policies, and procedures.
10. Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
11. Analyze situations and make appropriate decisions and/or recommendations.
12. Prepare and present comprehensive, concise, and clear oral and written reports.
13. Clearly communicate ideas and recommendations.

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MINIMUM QUALIFICATIONS

Education and Experience:

Any combination of training, education, and experience equivalent to four years of college-level courses and two years' experience in a supervisory or administrative position including progressively responsible bookkeeping or accounting and administrative duties.

Board of Trustees Approval Date: February 1998

Revised and Board of Trustees Approval Date: September 15, 2025