



Job Description

Job Title: Auxiliary Business Services Manager

JTC: CDO

Salary Range: N06

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for designing, programming and administering food service, vending and other auxiliary business programs and services. Assists in the review of auxiliary business service delivery including but not limited to food services, bookstore services, printing services and Distance Learning services as related to auxiliary service delivery.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for assisting with the planning, direction and/or oversight of a district-wide functional area. The ability to carry out operating policies and procedures with a focus on District-wide auxiliary service operations. Knowledge of applicable federal, state, and local laws, rules, regulations, codes and/or statutes.

Develop organizational objectives that align with the strategic direction, mission, and goals of the District or division. Strong organizational skills, handling and directing multiple, complex assignments and projects, and excellent interpersonal skills.

Proven experience developing effective relationships within the assigned area including faculty, department chairs, deans and other internal and external stakeholders across the divisions. Works well in a diverse academic, cultural and ethnic background of community college students and staff. Utilize computer technology for communication, data gathering and reporting activities.

Ability to analyze, plan, meet schedules and deadlines; maintain accurate records and prepare reports as requested. The ability to identify opportunities for improvements in business service processes and procedures to improve customer service, reduce costs or generate revenue.

Demonstrated ability to serve as a knowledgeable resource to the organization's management team that provides leadership and direction. Must have strong written and oral communication skills, along with effective listening and interpretative skills, in order to clearly communicate information and ideas. Must have excellent customer service skills.



PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree in related field plus three (3) years of experience in management of higher education auxiliary business services, contract management or customer service management. Strong knowledge and experience with MS Office, knowledge of accounting and financial ERP computer systems and applications. Official transcripts are required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

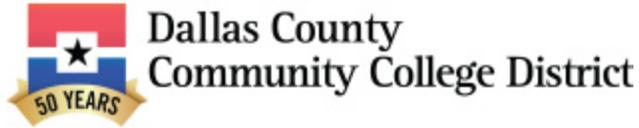
Responsible for the development and coordination of the RFP process, management of contract negotiation and execution, and oversight of the implementation and operations of numerous auxiliary business service agreements affecting students, faculty, and staff including bookstore services, food service, vending, copying, student printing, mail/print centers, and travel services.

Support and work with college business offices and DSC accounting, ensuring requisitions and purchase orders are entered and submitted. Capable of reconciling food service and other auxiliary related accounts including the end of year accruals and journal entries. Attend auxiliary business and contract management network associations to learn "best practices" and implement practices at the District.

Committed to maintaining strong business relationships to interface with vendors and business partners to monitor and resolve service issues and compliance with college and District policies and procedures. Build constructive and collaborative working relationships with various departments, committees, and councils. Provide assistance to other departments including providing a copy of contracts, purchase orders, emails, and other documents. Back up support to internal audit, contracts, grants and legal to ensure compliance.

Serves as a project coordinator for new auxiliary business-related agreements and implementations. Provide leadership and guidance to the colleges and service providers to develop a project timeline and plan to meet needs and objectives. Manage and prioritize multiple projects and deploy and use available resources. Advise, assist, and provide guidance and direction to the college stakeholders regarding strategic planning for auxiliary business services, contract interpretation, and problem resolution.

Capable of discussing existing policy, procedures and contract provisions with tact and thoughtfulness including faculty and students from diverse backgrounds. Excellent communication skills with the ability to choose the appropriate communication channel and interact with various groups to discuss processes, procedures or complex topics including business office councils and various committees. Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network.



May supervise full time staff.

Perform other duties as required.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.