



DIRECTOR OF AUXILIARY SERVICES

Classification: Classified Administrator
Salary Range: 11

Retirement Type: PERS*
Board Approval: March 24, 2025

KEY ROLES/RESPONSIBILITIES

Under the general direction of the Vice President of Administrative Services or designee, exercise responsibility for District-wide auxiliary services (contracted out or District-managed operations) including but not limited to bookstore operations, dining services, facility rentals, copy center services, transportation services, and parking services. Develop and implement long-range goals and objectives. Plan, organize, schedule, and improve assigned auxiliary programs, services, and activities. Identify and grow income-generating services.

Foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout assigned operations and services and the Administrative Services Area; lead by example; actively participate in and support College-wide shared governance components and activities and other collaborative processes; encourage professional excellence among assigned staff; and promote, foster, and facilitate an organizational culture of customer service, teamwork, and innovation.

SUPERVISION RECEIVED and EXERCISED

- Receive general direction from the Vice President of Administrative Services or designee.
- Supervise, motivate, train, and evaluate the performance of assigned staff. Interview and select employees; Approve goals and performance objectives in collaboration with direct reports. Assign duties and evaluate work results. Establish timelines and prioritize work. Monitor employee performance on a regular basis and provide coaching for performance improvement or development, as needed. Anticipate, prevent, and resolve conflicts under areas of supervision. Recommend staffing, promotions, transfers, reassignment, termination, and disciplinary actions as needed.
- Provide consistent direction in administering the collective bargaining agreements with faculty and classified employees; understand and interpret agreements for faculty and staff as appropriate.
- Foster a culture of sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, ethnic backgrounds and disabilities of community college students, faculty, and staff.

REPRESENTATIVE DUTIES

The following duties and responsibilities are typical for this position. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

I. LEADERSHIP

1. Lead, direct, and manage the planning, development, organization, scheduling, direction, performance, and evaluation of assigned auxiliary programs and services for the District. Articulate a clear vision of assigned services and operations. Lead and manage change within assigned areas of oversight and across the Administrative Services Area as directed.
2. Actively participate in long-range planning, program review, and resource development activities. Promote transparency within and among assigned areas.
3. Participate actively in the life of the College, including operational processes and initiatives, by serving on College committees, workgroups, task forces, and councils.
4. Enhance innovation and participation in issues related to areas of assignment to ensure ongoing sustainability of the College.
5. Conduct ongoing needs assessment and gap analysis related to auxiliary operations and services. Be accountable for effective and efficient utilization of resources, operations, and services. Control and authorize expenditures in accordance with established guidelines. Evaluate, measure, and assess outcomes. Identify opportunities for improvement within assigned areas and implement actions to strengthen operations and services in support of equitable student success.
6. Support and promote College initiatives including Diversity, Equity, Inclusion, Accessibility and Anti-racism.
7. Serve as a Campus Security Authority (CSA) for Clery Act reporting requirements. Maintain up-to-date certification for CSA status.

II. FUNCTIONAL RESPONSIBILITIES: *College Level*

1. Provide effective oversight and accountability for District-wide auxiliary services and programs (e.g., bookstore operations, campus dining services, facility rentals, copy center services, transportation services, and parking services). Plan, coordinate, administer, and evaluate auxiliary programs, services, processes, procedures, systems, and standards. Provide ongoing oversight over all aspects of assigned areas, including resource planning, budgeting, tracking, and reporting.
2. Coordinate non-instructional facility use for internal and external customers.
3. Monitor and improve the delivery of services throughout assigned areas. Promote an effective work environment that supports high performance teamwork, continuous improvement, and ongoing sustainability of College resources.
4. Participate in grievances, disciplinary meetings, legal matters, and other employment related activities within assigned areas. Effectively manage trouble spots in assigned operational and service areas.

5. Provide timely operational and functional information to supervisor and other College administrators, as needed. Interpret routine policies and regulations and recommend appropriate courses of action. Demonstrate effective stewardship through continuous monitoring and reporting of resource needs, deployment, and utilization.
6. Ensure that all operations, programs, services, activities, events, and experiences demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, and ethnic backgrounds of community college students, faculty, and staff.

FUNCTIONAL RESPONSIBILITIES: *Job Level*

1. Oversee and manage vendor contracts for District-wide auxiliary services and operations.
2. Prepare proposals for bids, RFPs, and negotiations of contracts in accordance with applicable rules, regulations, and requirements. Determine price schedules and discount rates that maximize revenues and are consistent with applicable laws and College policies. Negotiate contracts within pre-established pricing parameters. Prepare detailed reports, including data worksheets, cost projections, and other financial metrics.
3. Maintain records and reports necessary to comply with College, government, and accrediting agency standards, regulations, and codes. Assist with the preparation, review, and analysis of reports to federal, state, and other regulatory agencies. Provide clearly written ad-hoc reports and analyses when requested or as appropriate.
4. Analyze District-wide data (e.g., retail sales, transportation demand, facility utilization, etc.) to make data-driven recommendations and decisions. Develop and utilize appropriate business models to create and maintain internally-supported and income-producing business practices.
5. Oversee the financial performance of District-wide auxiliary services and operations. Forecast funds needed for staffing, equipment, materials, supplies, and services in assigned areas. Approve expenditures and implement budgetary adjustments within scope of authority. Ensure revenue targets are met while maintaining cost-effective operations. Recommend options for cost-savings and improved delivery of services.
6. Oversee, guide, and facilitate meetings consisting of large numbers of committee members. Set and distribute agendas and documents for meetings. Document collectively agreed-upon decisions and ensure accurate execution of decisions.
7. Lead teams of people. Provide direction and resources to ensure clarity of roles and successful campus operations and services. Collaborate with other department supervisors and/or external vendors to schedule and plan work assignments based on operational needs and other requested services. Ensure adequate staffing, space, facilities, and other resources as needed.
8. Develop and implement business and marketing plans in consultation with the District's Marketing & Communications department for auxiliary-related enterprise functions. Ensure accurate online information and efficient web-based procedures for all areas of oversight.

III. RELATIONSHIPS

1. Develop, enhance, and maintain productive partnerships across the District and with schools, colleges, universities, businesses, community partners, and other community-based organizations.
2. Work cooperatively and communicate effectively with College administrators and key stakeholders to assess and meet the needs of students, faculty, staff, and communities within the District service area and surrounding communities. Gather input from stakeholder groups as needed.
3. Foster a customer-focused culture within all auxiliary units. Ensure that operations and services provided enhance the overall campus experience for students, faculty, staff, and visitors.
4. Attend a variety of meetings related to strategic planning, budget, advisory committees, and other assigned activities; participate in consultation, shared governance, and other District meetings. Chair committees as assigned.
5. Maintain and encourage effective communication with assigned staff by holding regular staff meetings. Provide timely information to staff about issues, programs, and practices affecting the department, the Administrative Services Area, and the College.
6. Network with professional colleagues inside and outside of the College. Attend workshops and professional conferences to stay informed of new developments and technologies; serve on a variety of campus, community, and state committees; meet with representatives of business, industry, and local government as appropriate.
7. Participate as an active member of the Administrative Services management team.

IV. ORGANIZATION MANAGEMENT

1. Maintain up-to-date knowledge of the regulations, policies, requirements, and eligibility criteria for assigned operations and services. Ensure internal compliance with the College's policies, procedures, and practices. Ensure institutional compliance with federal, state, and local regulatory agencies.
2. Strengthen processes, programs, operations, and services through the effective and efficient use of assessment, program review, planning, and resource allocation. Ensure auxiliary-related decisions, initiatives, and priorities align with the College's comprehensive planning and budgeting guidelines. Implement organizational structures and strategic initiatives that maximize utilization of resources and ensure effective and efficient delivery of services.
3. Implement plans for efficient and appropriate use and security of assigned facilities; ensure compliance with health and safety regulations.
4. Work with Information Technology personnel on a continual basis to enhance and improve relevant computer systems. Learn and apply emerging technologies to perform duties and provide services in an efficient, organized, and timely manner. Work to modernize infrastructure and technological resources to facilitate a positive learning and working environment.
5. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university in finance, business administration, retail management, transportation management, hospitality management, or a related field.

Experience: Five (5) years of experience managing revenue-generating operations or services for a wide range of clients.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license

(Note that for travel reimbursements, a valid California driver's license and successful completion of the District's Defensive Driver Training program is required.)

Knowledge/Areas of Expertise: College Level

- California Education Code, Title 5, Chancellor's Office administrative procedures, Federal laws and regulations and other legal parameters that affect the policies and practices of the College, as they apply to areas assigned.
- Understanding of higher education principles and practices in community colleges, including the mission of the California Community Colleges.
- Community college operations, policies, and practices, including specific policies and procedures of El Camino College covering the departments or units supervised.
- Specific needs and interests of community college students.
- Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.

Knowledge/Areas of Expertise: Job Level

- Supervisory principles.
- Principles and practices in bookstore operations, dining services, facility rentals, commercial film shoots, community events, athletic events, copy center services, transportation and parking services, and theater operations.
- Expertise in the setup, execution, and teardown of events and working with labor unions.
- Financial reporting and accurate record keeping.
- Understanding of fiscal management strategies and principles for revenue-generating operations and services. Understanding of budget concepts, principles, and practices, and effective budget administration and control.
- Project management practices (data management, record-keeping, key performance indicators, goals, measurable objectives, and how to implement them.)
- Retail practices.
- Payment / credit card data security standards.
- Policy and procedure development.
- Best practices in successful implementation of policies and practices.
- Inventory management.
- Effective methods for conflict resolution and crisis management.
- Effective change management principles and practices.
- Appropriate risk management strategies, safety precautions, and procedures.

- Grant proposal writing and special funding resources applicable to areas supervised.
- Effective organizational and management practices pertaining to the analysis and evaluation of projects, programs, policies, procedures, department performance metrics, and operational needs.
- Effective written and oral communication skills. Effective interpersonal skills using tact, patience, and courtesy. Effective collaboration, communication, and consensus-building techniques. Utilize appropriate English usage, composition, grammar, spelling, punctuation, and vocabulary
- Communicate clearly, concisely, and effectively with diverse constituencies within and outside of the College, both orally and in writing. Prepare and present effective oral and written reports and promotional materials as required. Prepare and deliver effective presentations as requested.
- Expertise in listening effectively. Communicate respectfully with people of diverse cultures, languages, abilities, etc. Gain cooperation through discussion to achieve common goals.
- Computer systems and software applications related to areas of assignment. Operation of computer, peripherals, and software programs, including information systems, database management, spreadsheet, word processing and specialized software.
- Proficient in operating computers and assigned software, including proficient level use of office software such as: Excel, Access, Word, Outlook, and PowerPoint.
- Technological advancements and their application to the assigned areas of responsibility.
- Consistently exercise good judgment and make effective decisions. Demonstrate flexibility and creativity in accomplishing work and resolving problems.

Abilities/Skills: College Level

- Represent the College in a manner that reflects a positive image of services and support provided.
- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, and ethnic backgrounds of community college students, faculty, and staff. Relate effectively to people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain cooperative and effective working relationships with a wide diversity of students, faculty, staff, and community members in an atmosphere of collegial decision-making and consensus-building. Work effectively and collaboratively in a diverse college environment, as well as within a community college system.
- Chair and participate in a variety of college committees and work groups as directed.
- Read, understand, interpret, and apply technical and legal information effectively. Analyze, interpret, communicate, and enforce applicable federal, state, and local laws, regulations, rules, policies, administrative data, and related materials. Interpret, apply, and explain rules, regulations, policies, and procedures in a variety of procedural situations for areas assigned.
- Utilize effective leadership, counseling, and modeling skills. Encourage professional excellence among employees and promote an organizational culture of customer service, teamwork, and innovation.
- Work effectively within a unionized environment.

Abilities/Skills: Job Level

- Effective leadership, administration, organizational planning, supervision, training, and analysis techniques applied to the assigned administrative area. Comprehensive understanding of the principles and practices of effective supervision, training, motivation, and performance evaluation.
- Effective marketing, promotion, and public relations techniques in an entrepreneurial environment.
- Effectively identify operational issues and opportunities within areas assigned and make sound recommendations to improve outcomes within areas of responsibility.
- Work independently on complex issues and processes. Plan and implement innovative and productive events/operations/services that accomplish revenue goals.
- Utilize effective planning and organizational skills. Analyze problems, identify alternative solutions, anticipate consequences of proposed actions, and implement effective solutions in support of goals.
- Effectively solicit bids, draft contracts, and monitor contractors.
- Develop and maintain operational procedures, records, and documents for areas assigned.
- Utilize effective planning and organizational skills. Plan, organize, coordinate, and direct work to maximize efficiency and effectiveness. Prepare work plans, implement schedules, and consistently meet reporting timelines. Effectively delegate authority and responsibility. Provide guidance and assistance to the functional and operational areas within the assigned Department.
- Collect, compile, and analyze data. Prepare comprehensive narrative and statistical reports. Direct the maintenance of a variety of reports and files related to assigned activities. Prepare and maintain accurate and detailed records and reports related to the area supervised. Prepare analytical reports, proposals and other written plans for the College, Board of Trustees, Chancellor's Office, and other outside agencies as assigned. Assist in related research and evaluation activities as required.
- Travel to meetings and events on and off campus as required. Observe legal and defensive driving practices when operating a motor vehicle on campus or on official business.
- Meet assigned schedules and timelines. Effectively manage the stress of working under tight timelines.
- Maintain confidentiality and act with discretion. Maintain the security of confidential materials.
- Provide effective customer service and end-user satisfaction. Respond promptly to requests and inquiries from the public. Effectively resolve problems.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully.

Note: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Standard office setting. Duties are performed primarily in an office environment while sitting at a desk or computer workstation. Incumbents are subject to extensive contact with students, faculty, and staff with frequent interruptions, noise, and demanding timelines. At least minimal environmental controls to assure health and comfort. May involve working non-standard, evening, and weekend hours, occasionally under unpleasant conditions.

Physical Demands

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands, wrists, and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 25 pounds.

** Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.*