

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

AUXILIARY SERVICES MANAGER

CMS Salary: Range 31

BASIC FUNCTION:

Under the direction of the Executive Director of Business Services/Chief Business Official, plan, organize and direct the district's auxiliary services including the Performing Arts Theater, college bookstore, food service and catering, concessions, and vending machine; and supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

E = denotes essential elements of the position

- Plan, organize and manages the District's auxiliary services including the District bookstore, food service and catering, concessions, vending machine operations and Performing Arts Theater. (E)
- Responsible for establishing and implementing operating practices and procedures. (E)
- Responsible for developing inventory controls, building gross margin, managing mark up and mark down, sales events and developing growth. (E)
- Assists bookstore personnel with tasks including ordering and returns. (E)
- Help establish, prepare, and monitor the budget for daily, weekly and monthly expenditures. To include supporting End-of-Month (EOM) and End-of-Year (EOY) accounting and sales process.
- Oversee and participate in ordering bookstore supplies, textbooks and other items; distribute book lists, purchase items for the district that are not stocked by the warehouse. (E)
- Establish prices and conduct and maintain inventories; supervise the organization, advertising, display and sale of merchandise; evaluate needs and determine addition of new supply items and discontinuance of existing items. (E)
- Forecast sales and expenditures, staffing and equipment needs; and prepare annual budget. (E)
- Responsible for all cash handling process and procedure daily; to include analyzing data and making recommendations for continued success. (E)
- Manages invoices, returns, and shortage procedures and other costs and expenses to ensure efficient cost controls. (E)
- Services and responds to customer needs and requests as they arise. Builds and develops vendor and internal relationships; enhance communication and awareness of services on campus (E)
- Keeps abreast of current trends and knowledge of changes in the college book industry focusing on market trends and customer requirements. (E)
- Assists in coverage of concessions, food services, and Performing Arts Theatre as needed. (E)
- Performs other related responsibilities as may be assigned. (E)
- Negotiates and supervise the return of merchandise to suppliers and the resolution of problems on orders; supervise the repurchase and sale of used textbooks. (E)
- Assist in the financial planning of banquets and special events; negotiate and enter into contracts with outside vendors. (E)
- Purchases and oversees bookstore, and vending machine operations; remove money from machines; resolve complaints regarding vending machines; authorize change in number or location of machines and price increases. (E)
- Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in business administration, retail management or closely related field and three years experience in retail sales and purchasing, including at least one year of managerial experience in a college bookstore and large food service operation; **OR**

- Associate Degree in the related area **and** five years of experience in retail sales and purchasing, including at least one year of managerial experience in a college bookstore and large food service operation.

KNOWLEDGE OF:

- Merchandising and retailing principles and practices.
- Purchasing principles and practices.
- Sources of supply for college textbooks, supplies and related merchandise.
- Student texts, supplies and related sundries.
- Retail accounting, stock control and inventory procedures.
- Modern methods and equipment used in operating a computerized college bookstore.
- Principles and techniques of retailing; including pricing, merchandising, planning, stock and inventory control, display, and promotions.
- Accounting process for inventory control, AP, AR, daily balancing, and GAP.
- District methods and standard methods and practices used in computerized inventory control systems, including point-of-sale (POS).
- Textbook requisitioning and timelines.
- Principles and practices of training and supervision.
- Principles of business management.
- Student texts, supplies and related items.
- Budget preparation and control.
- Security methods in a retail environment.
- Interpersonal skills using tact, patience and courtesy.
- Clerical and financial record-keeping methods.
- Modern office practices, procedures and equipment.

ABILITY TO:

- Establish and maintain cooperative and effective working relationships with others.
- Plan, organize and direct the operation of the college bookstore.
- Estimate and project bookstore expenses and profits to promote fiscal viability.
- Coordinate daily bookstore operations, promotions, advertising, and sales.
- Utilize computerized textbook requisition forms and timelines.
- Order and process merchandise to the point of sale on the floor.
- Maintain an adequate supply of textbooks and other bookstore merchandise.
- Maintain the appearance, cleanliness and safety of the auxiliary services areas.
- Maintain merchandise inventory, controls and records.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Communicate effectively both orally and in writing.
- Assign and review the work of others.
- Select, train, supervise, and evaluate personnel.
- Prepare and present oral and written reports.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Directs and supervises Performing Arts Manager, Sr. Bookstore Assistant, Textbook Buyer, Bookstore Assistants, food services assistant, hourly employees, and student workers.

CONTACTS: Co-workers, immediate staff, other departmental personnel, students, vendors and the public.

PHYSICAL EFFORT:

- Requires the ability to exert some physical effort, such as walking, standing and light lifting

- Minimal dexterity in the use of fingers, limbs, and body, in the operation of office equipment.

WORKING CONDITIONS:

- Work is performed in retail outlets, food services, and theatre as well as various other campus venues.
- Willingness to work a flexible schedule during events including extended hours, evenings, and weekends.