

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Manager, Business Support Services

Unit: Management

Page: 1 of 3
Job Code: C3775
Original Date: 07/2018
Last Revision: 07/2023
Staff Type: Classified
FLSA status: Exempt
Salary Range: 4

DEFINITION

Under the general direction of the Director, Business Support Services, responsible for managing, administering, planning, controlling, and implementing all districtwide business operational support services to include, but not limited to, any combination of districtwide purchasing and contracts operations, auxiliary business services such as food and bookstore operations, central receiving and warehousing, inventory and fixed asset management, reprographic digital production and mail receipt and delivery functions, and other areas as assigned.

DISTINGUISHING CHARACTERISTICS

The Manager, Business Support Services, is the management-level position responsible for all districtwide business support operational areas to include, but not limited to, any combination of: Purchasing and Contract Services Department; Auxiliary Business Services Department (ABSO – Bookstore and Food Services operations); Reprographic Digital Production and Mailroom Services Department, and the District's Central Warehouse Department. The focus of this management position is on planning, organizing, directing, controlling, managing, and providing direction to supervisors and their immediate staff within the various functional areas of the Business Support Services Department. Also supports the Director in providing direction and oversight in operational goal setting, intermediate- and long-term planning, and maintaining approval oversight. The Manager, Business Support Services, provides support to District, campus, and external constituencies, and acts as a liaison through service on committees and/or workgroups and other duties as assigned

EXAMPLE OF DUTIES

1. Plan, organize, and administer any combination of districtwide Bookstore Services, Food Services, Purchasing and Contract Services, Central Warehouse, and Reprographic Digital Production and Mailroom Services.
2. Supervise, train, and evaluate assigned staff. Oversee recruitment and staffing, including hiring, performance evaluation, changes/transfers, disciplinary action, and dismissal. Establish standards of work performance. Administer programs to resolve conflicts and grievances.
3. Coordinate, oversee, plan, review, and manage supervisors within Business Support Services operations, including staff and all functional aspects of assigned areas of responsibility.
4. Manage and coordinate information services and systems for the specific areas within Business Support Services. For Bookstores and Food Services, act as liaison to IT for management and interface of POS and operations, enhancements, modifications, implementation, planning, and evaluation. Act as principal contact for third party applications software and District interface providers. Oversee the implementation, maintenance, and necessary repair, upgrades, and backup plan for the information systems, including computer hardware and software. Develop long-term computer support systems to keep programs operating efficiently and effectively within the Business Support Services Department.
5. Manage and oversee the development and maintenance of Purchasing and Contract operations and procedures; provide professional and technical direction and advice as required.
6. Manage and oversee development of bid specifications, analyze bids, review contracts for funding and legal requirements, negotiate contracts, and recommend awards in a timely manner.

7. Manage and oversee the District's Central Warehouse; including all business processes related to the automated purchasing and fixed assets functions and accountability requirements.
8. Manage and oversee the District Reprographics Digital Production and Mailroom Services operations.
9. Manage and oversee the Auxiliary Business Services Organization (ABS0-Bookstore and Food Services) to include supplier relationships, providing direction and overseeing the purchase of all categories of merchandise and equipment, including items for resale. Evaluate financial reports, staffing, and labor costs and monitor profit margins. Develop and recommend plans for space and design projects.
10. Develop and recommend revisions to operating policies, procedures, and business practices for assigned areas. Ensure all work products and processes meet legal requirements and comply with California Education Code, Government Code, Public Contract and Commercial Codes, State and federal laws, and other relevant, legal, and regulatory requirements.
11. Review and analyze industry trends and practices, legislative activity, and technology innovations to ensure business processes meet all applicable laws and support operations at all levels.
12. Oversee and ensure appropriate communication with suppliers and districtwide staff regarding all assigned areas of responsibility.
13. Prepare and review annual budgets based on projections, expense analysis, and other relevant information. Oversee and maintain operational control; analyze results and financial reports; develop and implement reports as necessary.
14. Prepare reports and make recommendations as directed by the Director, Business Support Services, and/or the Executive Vice Chancellor, Business and Technology Services; communicate districtwide business support services operational issues/matters as legally required and/or directed.
15. Serve on campus and District task forces, committees, and councils as directed. Attend local, State, and national conferences as directed.
16. Serve as Acting Director, Business Support Services, as assigned by the Director or Executive Vice Chancellor.
17. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable sections of California Education Code and State and federal laws, rules, and regulations.
- Budgeted labor costs relative to expected volume.
- District organization, operations, policies, and objectives.
- District policies, procedures, rules, and regulations.
- Effective merchandising principles and techniques, including advertising and displays.
- Enterprise operations.
- ERP systems.
- Material handling, inventory, receiving, and warehousing.
- Microsoft Office suite applications.
- Modern office practices, procedures, and equipment.
- Modern marketing strategies.
- Multi-unit retail management.
- Oral and written communication skills.
- OSHA regulations.
- Principles and practices of management, training, and supervision.

Principles and practices of purchasing and contracts.
Proper procedures for storage and rotation of all food and supplies.
Recordkeeping and inventory techniques.
Retail store ordering, receiving, and inventory control processes and systems, including sales, accounting, and tracking information systems.
State and local health regulations and food handling procedures.

Skills and Abilities:

Administer and manage effectively operational areas.
Analyze situations accurately and adopt an effective course of action.
Assure the timely and accurate preparation and maintenance of records and reports.
Communicate effectively both orally and in writing.
Demonstrate interpersonal skills using tact, diplomacy, and courtesy.
Develop and control annual budgets and monitor expenditure of funds.
Develop, interpret, apply, and explain District rules, policies, and procedures.
Establish and maintain effective working relationships with others.
Establish, maintain, and implement interrelated financial policies and procedures.
Interpret laws, rules, and regulations affecting assigned areas.
Meet schedules and time lines.
Prepare clear and accurate financial, operations analysis, and analytical reports.
Train, supervise, and evaluate the work of assigned staff.
Understand, interpret, and write contract language.
Work cooperatively with others.

Training and Experience:

Any combination of training or experience equivalent to: Bachelor's Degree in business administration or related field and six years of progressively responsible supervisory or management experience in a non-profit or for profit multi-department environment related to one or more relevant areas of responsibility.

License:

Valid California driver's license.
Certifications related to any areas of responsibility.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Office, college bookstores and food services, other sales locations, and receiving/shipping environments. Travel to District locations on a regular basis. Periodic travel to State and national conferences.