

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Director, Business Support Services

**Unit:** Management

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**Job Code:** C3101  
**Original Date:** 01/1994  
**Last Revision:** 04/2018  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Range:** 18

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### **DEFINITION**

Under the general direction of the Executive Vice Chancellor, Business and Technology Services, responsible for directing, administering, planning, controlling, and implementing all districtwide business operational support services to include, but not limited to, 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 Director, Business Support Services, is the senior-level position responsible for all districtwide business support operational areas to include, but not limited to: Purchasing and Contract Services Department, Auxiliary Business Service 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 managers, supervisors, and their immediate staff of the various functional areas of the Business Support Services Department within the Business and Technology Services Division. Also provides direction and oversight in operational goal setting, intermediate- and long-term planning, and maintaining approval oversight. The Director, 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. Provide coordination, planning, development, and implementation of comprehensive programs related to all functional areas of Business Support Services.
2. Train, supervise, manage, instruct, and evaluate the personnel for all functional areas of Business Support Services. Recommend personnel actions, including disciplinary action and dismissal when necessary.
3. Evaluate and analyze the work efforts, problems, and issues related to all areas of Business Support Services; develop and implement processes for solutions.
4. Direct department staff in planning, developing, and implementing effective programs, business practices, and support services in assigned areas of responsibility.
5. Provide direction to ensure timely development of bid specifications, bid analysis, contract reviews for funding and legal requirements, contract negotiations, and award recommendations.
6. Direct and ensure all requisitions and purchase orders 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.
7. Provide direction to ensure development and maintenance of Purchasing and Contract operations and procedures; provide professional and technical direction and advice districtwide.
8. Direct and oversee the District's Central Warehouse, including all business processes related to the automated purchasing and fixed assets functions and accountability requirements.

9. Provide administrative direction and oversight of ABSO (Bookstore and Food Services) operations and financial activities.
10. Provide administrative direction and oversight of District Reprographics Digital Production and Mailroom Services.
11. Develop, coordinate, maintain, and recommend improvements and modifications to ERP systems and associated applications related to all Business Support Services functionalities.
12. Implement and coordinate the Diversity and EEO compliance policies and requirements related to areas of responsibility.
13. Meet as directed with internal or external counsel regarding legal interpretation related to functional areas of responsibility.
14. Ensure that the Business Support Services Department maintains strict ethical legal practices; regularly review District policies and procedures and implement improvements. Manage record retention in accordance with District policy.
15. Establish standards for communication with suppliers and districtwide staff regarding all areas of Business Support Services, including methods of communication and timeliness of delivery.
16. Direct preparation of Business Support Services budget development and regularly review budgets and actuals. Provide financial analysis reports as required.
17. Prepare reports and make recommendations to the Executive Vice Chancellor for Board, Chancellor, and Cabinet members; communicate districtwide business support services operational issues/matters as legally required and/or directed.
18. Serve on various District taskforces, committees, and councils as directed. Attend local, State, and national conferences as directed.
19. Serve as Acting Administrator for Business and Technology Services Division as assigned by the Executive Vice Chancellor.
20. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge:

- Applicable sections of California Education Code; Public Contract and Commercial Codes, IRS code, and California Code of Regulations.
- Business and contract law.
- District organization, operations, policies, and objectives.
- Enterprise operations.
- ERP systems
- Material handling, inventory, receiving, and warehousing.
- Microsoft Office suite applications.
- Modern office practices, procedures, and equipment.
- Oral and written communication skills.
- Principles and practices of administration, organization, and training.
- Principles and practices of fixed asset control.
- Principles and practices of purchasing and contracts.
- Recordkeeping techniques.
- Technical aspects of field of specialty.

Skills and Abilities:

Administer and manage effectively operational areas.  
Communicate effectively both orally and in writing.  
Demonstrate interpersonal skills using tact, diplomacy, and courtesy.  
Establish and maintain effective working relationships with others.  
Interpret, apply, and explain District rules, policies, and procedures.  
Maintain records and prepare reports  
Meet schedule and timelines.  
Plan, direct, and supervise work  
Reading and writing communication skills.  
Understand, interpret, and write contract language.  
Work cooperatively with others

Training and Experience:

Any combination of training and experience equivalent to: Bachelor's Degree in Business Administration or related field and extensive experience in purchasing and contracts, enterprise operations, or other general business operations in a community college or other non-profit public sector organization of which at least three years was in a management capacity. A Master's degree is desirable but not required.

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.