

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: 03/2018
Staff Type: Classified
FLSA status: Exempt
Salary Range: 18

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 a 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 management-level position responsible for all districtwide business support operational areas to include, but not limited to: Purchasing and Contract Services Department, Auxiliary Business Services Department (ABS0 – 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 direction, coordination, planning, development, and implementation of comprehensive programs related to the functional areas of Business Support Services, including Purchasing and Contracts administration, Auxiliary Business Services Organization operations (ABS0 – Bookstore and Food Services operations), Reprographic Digital Production, Mailroom Services, and the District's Central Warehouse operations.
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. Direct and evaluate the work of personnel for all functional areas of Business Support Services. Analyze work effort, problems, and issues; develop and implement processes for solutions.
4. Direct and oversee development of bid specifications, analyze bids, review contracts for funding and legal requirements, negotiate contracts, and recommend awards.
5. 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.
6. Direct and oversee development and maintenance of Purchasing and Contracts area procedures; provide professional and technical direction and advice to ordering sites and departments.
7. Provide operational direction and oversight of the District's Central Warehouse; direct and oversee all business processes related to the automated purchasing and fixed assets functions and accountability requirements.

8. Provide operational direction and oversight of ABSO (Bookstore and Food Services) operations and financial activities.
9. Provide operational direction and oversight of District Reprographics Digital Production and Mailroom Services.
10. Develop, coordinate, maintain, and recommend improvements and modifications to ERP systems and associated applications related to Business Support Services functionalities.
11. Organize and meet with department staff to plan, develop, and implement effective programs, business practices, and support services in assigned areas of responsibilities.
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. Direct and oversee all requisitions and purchase orders for legal requirements and compliance with California Education Code, Government Code, Public Contract and Commercial Codes, State and federal laws, and other relevant, legal, and regulatory requirements.
15. Oversee communications with suppliers and districtwide staff regarding all areas of Business Support Services.
16. 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.
17. Attend various District governance councils and committees, workgroups, and local and regional meetings as directed.
18. Serve as Acting Administrator for Business and Technology Services Division as assigned by the Executive Vice Chancellor.
19. 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 communications 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 schedules 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 in a community college or other non-profit public sector organization of which at least three years was in a management or supervisory capacity. A Master's degree is desirable but not required.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.