Job Title: Manager, Auxiliary Services
Reports to: Director, Business Services and Public Safety
FLSA Status: Exempt
Level: 214

Job Summary:
Oversees the operation of auxiliary enterprises including facility rental or other operations to generate opportunities of revenue generation. Prepares proposals, negotiates contracts, coordinates activities of internal and external customers. Establishes sales goals and monitors profitability of revenue generation initiatives. Creates opportunities/partnerships with outside companies and organizations to help the College expand its service offerings and products. Develops and maintains business plans to ensure the success of these opportunities. Acts on behalf of the Director of Business Services and Public Safety in his/her absence according to pre-established protocols.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Generates auxiliary revenue for the College as per approved business plans through outside direct sales.

2. Creates, implements and measures the success of a comprehensive marketing, communications and public relations program that will enhance and facilitate revenue generation.

3. Collaborates with all areas of the College to maximize revenue generation of all facilities.

4. Schedules and maintains all necessary records associated with facilities rentals and works with all related support staff/services for business Services contracted events.

5. Develops public relations materials in collaboration with the Department of Public Affairs and Marketing as they relate to contracted facility events. Creates and maintain relationships within the business community that enhances the College’s image and marketability.
6. Develops and maintains a budget and establishes annual revenue/net income goals for revenue generation/auxiliary operations.

7. Keeps abreast of current trends in technical changes as relates to bookstore, food service, arts related events and other auxiliary enterprises as assigned by the Director of Business Services.

8. Supervises auxiliary staff, contracted staff, and/or volunteers as assigned.

9. Assists the Director of Business Services with budgets, planning, program development and other assignments.

10. Acts on behalf of the Director of Business Services and Public Safety in his/her absence according to pre-established protocols.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor’s degree in business, marketing or other related field. A combination of education and experience may be substituted for degree. Five (5) years’ experience in retail management, event planning and supervision and/or other appropriate experience desired.

- **Supervisory Experience:**
  Minimum of three (3) years of direct supervisory experience, including responsibility for hiring, firing, performance management, training and coaching is required.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the public.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  Intermediate knowledge of word processing, spreadsheet, presentation, email, Internet and database software. Ability to understand retail point of sale software.
• **Certificates and Licenses:**
  Maintain a valid Florida driver’s license.

**Responsibility for People and Property:**
This position is responsible for the oversight and supervision of auxiliary operations personnel. This person is responsible for the oversight and development of the bookstore and revenue generation budgets. Responsible for monitoring contracts for facilities rental activities.

**Responsibility for Communication:**
- **Internal Contacts:**
  This position has routine contact with all levels of State College of Florida, Manatee-Sarasota employees.

- **External Contacts:**
  This position has routine contact with business leaders, State/national associations and community agencies; occasional contact with State agencies and the College attorney.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is routinely required to sit, use manual dexterity, and talk or hear. The employee is occasionally required to reach with hands and arms, lift up to 10 pounds, stand, walk, and taste or smell. Specific vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.
4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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