

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**DIRECTOR OF CAMPUS ENTERPRISE SERVICES**

**DEFINITION**

Under administrative direction, plans, organizes, manages and provides administrative direction and oversight for all functions and activities of the District's Enterprise Services including the Book Store, Food Service, Facility Leasing, Health First Fitness Center, and Event Planning; plan and direct activities of the District's Enterprise Services to ensure the delivery of exceptional services, superior quality customer service, and financially sustainable operations for the campus community; coordinates assigned activities with other District departments, divisions, outside agencies, and the public; fosters cooperative working relationships among District departments and various public and private groups; provides highly responsible and complex professional assistance to the Vice President of Business and Financial Affairs and other District administrative staff in areas of expertise; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President of Business and Financial Affairs. Exercises general direction and supervision over supervisory, technical, and clerical staff directly and through subordinate levels of supervision.

**CLASS CHARACTERISTICS**

This is a Department Director classification that oversees, directs, and participates in all activities of the District's Enterprise Services including short- and long-range planning, development, and administration. This class provides assistance to the Vice President, Business and Financial Affairs in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of an elected Board, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines. Assignments allow for a high degree of administrative discretion in their execution.

**EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the functions of the job.*

1. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the District's Enterprise Services operations that both support student success and the educational interests of the District while generating revenue; within District policy, establishes appropriate service and staffing levels; confers with the District administration and elected officials in the planning and implementation of efficient and effective Enterprise Services.
2. Provides administrative, management, and professional leadership for District Enterprise Services; supervise the District's Enterprise Services managers and coordinators in planning, coordination, and preparation for physical inventory counts and verification to financials, overview of monthly financial statements, and balance sheet reconciliations as well as schedules for year-end audit in coordination the Finance Department.

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3. Assumes responsibility for contract administration, compliance and operating performance of the Enterprise Services vendor contracts (bookstore, vending, food services, facility leasing, fitness center, and events); facilitates meetings with vendors to resolve problems. Responsible for ensuring the implementation and ongoing management of being an Electronic Benefits Transfer (EBT) for Supplemental Nutritional Assistance Program (SNAP) retailer. Serve as the primary point of contact for reporting and compliance as required by the Food and Nutrition Service of the U.S. Department of Agriculture.
4. Manages and participates in the development and administration of the Department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; approves expenditures and directs their monitoring; directs the preparation and implementation of budgetary adjustments.
5. Selects, trains, motivates, and directs Department staff; evaluates and reviews work for acceptability and conformance with Department standards including program and project priorities; conducts performance evaluations; provides or coordinates staff training; coaches employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
6. Coordinates with Facility and Institutional Technology departments as needed to facilitate the operational and equipment needs of events and Enterprise Services in concert with the District's strategic plan; ensure Enterprise Service units interface with other college departments and adequate technology and maintenance services are provided at Enterprise Service operation sites.
7. Ensures effective event planning from start to finish according to requirements, target audience, and objectives; ensures events are successful and cost-effective.
8. Assumes accountability for the overall quality of the Department's service by developing, reviewing and implementing policies and procedures to meet requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
9. Represents the Enterprise Services Department to other District departments, the Governing Board, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues within limits of authority; works with other District departments to integrate Enterprise Services into the core of the District's mission.
10. Develops and executes new operations within Enterprise Services ensuring the needs of the college community are addressed and met.
11. Conducts a variety of departmental organizational and operational studies and investigations; responds to inquiries and complaints and assists with resolutions; recommends modifications to programs, policies, and procedures as appropriate.
12. Attends and participates in professional group meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments, trends, and innovations in the field of enterprise services.
13. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President, Business and Financial Affairs or Governing Board.

14. Performs related duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Administrative principles and practices including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Public agency budget administration and contract administration.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies and procedures relevant to areas of assignment including knowledge of, or ability to learn key elements of the Civic Center Act.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of college enterprise services administration.
- Project management, business processes and analysis, systems and data flows, and use of appropriate technology in the business environment.
- Event planning process including collaborating with vendors and subcontractors, internal and external client relations, logistics coordination, budget tracking and ensuring a positive experience for event customers and attendees.
- Strategic planning and business planning principles.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Technical, legal, financial, and public relations issues associated with the management of college enterprise services.
- Principles and procedures for record keeping.
- Recent and ongoing developments, current literature, and sources of information related to the operations of a college enterprise services department.
- Modern office practices, procedures, technology, and computer equipment and applications including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

#### **Ability to:**

- Develop and implement goals, objectives, policies, procedures, and work standards for the department and assigned program areas.
- Develop and monitor budgets and effectively utilize resources.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.

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- Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel.
- Delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Develop and manage contracts.
- Work well with vendors.
- Effectively administer special projects and ensure compliance with contractual agreements.
- Effectively administer a variety of District programs and administrative activities.
- Conduct effective negotiations and effectively represent the District in meetings with governmental agencies and various educational, business, professional, regulatory, and legislative organizations.
- Gather, analyze, interpret, summarize, and present administrative and technical information and data in an effective manner; evaluate alternatives and make sound recommendations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Interact effectively with individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone, including stressful or confrontational situations.
- Demonstrate a commitment to student success and contribute to an environment that is inclusive and promotes equity.
- Demonstrate conflict management and problem solving skills and innovative thinking.
- Demonstrate strong mediation and decision-making abilities.
- Handle multiple projects.
- Utilize data and assessment outcomes to make improvements for programs and services.
- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
- Keep abreast of industry practices, rules, and regulations related to Enterprise Service operations.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of the work.

**EDUCATION AND EXPERIENCE:**

*Any combination of training and experience that would provide the required knowledge, skills, and*

*abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, or a related field and five (5) years of management, supervisory, and administrative experience working with small businesses on government procurement services.

**LICENSES OR CERTIFICATES:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

**DISTRICT VALUES**

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The incumbent must occasionally bend, stoop, or kneel in the performance of work duties. The incumbent must lift, carry, push, or pull material and objects weighing from 20 to 75 pounds.

**ENVIRONMENTAL ELEMENTS**

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff, students, and/or members of the public in interpreting and enforcing departmental policies and procedures.

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