

COLLEGE ENTERPRISE MANAGER

DEFINITION

Plans, organizes, coordinates, and directs multiple enterprise and staff support departments on a college campus.

TYPICAL DUTIES

Plans, organizes, coordinates, and oversees multiple enterprise units and staff support departments on a college campus which may include, but are not limited to, the college bookstore, convenience store and related food operations, reprographics, facilities rental, parking services, community services, and office services.

Evaluates and implements improvements, expansion, and termination of products and services of assigned units and monitors industry wide changes in products, services, and pricing.

Ensures that each assigned enterprise unit operates efficiently and under sound business principles while maintaining financial viability.

Develops and implements work methods, procedures, and practices related to the management of the assigned units.

Develops and directs the implementation of a comprehensive marketing plan for each assigned unit.

Directs procurement and material control of assigned units.

Participates in the preparation of plans, layouts, and specifications for new equipment and facilities and manages related projects, as assigned.

Oversees the investigation and resolution of problems and complaints pertinent to the assigned units.

Authorizes expenditures, reviews monthly financial statements, and assists unit managers in maintaining effective fiscal controls over respective units.

Assists assigned units in budget preparation.

Implements and monitors effectiveness of computerized management information systems necessary to support the operations of assigned units.

Assigns, reviews the work of, and provides training to assigned staff.

Prepares requests for contracts and defines scope of work.

Organizes and directs periodic inventories of assigned units.

Oversees the preparation of reports and correspondence related to the management of the assigned units.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **College Enterprise Manager** plans, organizes, coordinates, and directs multiple enterprise and staff support departments on a college campus. The assigned enterprise units may include, but are not limited to, the college bookstore, convenience store and related food operations, reprographics, facilities rental, parking services, community services, and office services.

DISTINGUISHING CHARACTERISTICS (Cont.)

An **Assistant Bookstore Manager** is responsible for supervising assigned bookstore operations and performing a variety of sales, storekeeping, ordering, and cashiering functions. Use of computer equipment and computer applications is an integral aspect of the duties. Incumbents are typically assigned to the evening shift bookstore operations. At larger bookstore operations, some positions may be assigned supervisory responsibilities over a limited number of ancillary bookstore operations such as a cyber café and retail copy center.

A **Food Services Supervisor** is responsible for the total cafeteria program on a small campus with limited food preparation, service, and facilities or acts as an assistant manager or shift supervisor of a large, full-service cafeteria.

An **Office Supervisor** plans, directs, reviews, and supervises the work of a clerical unit engaged in a highly complex function or several diverse functions; such as secretarial, reprographics, courier, mail, telephone, office supplies, and custodial services. Evaluates subordinates and effectively makes recommendations to hire, reward, transfer, or discipline. Use of computers and advanced computer applications is an integral aspect of the duties.

SUPERVISION

General supervision is received from the Vice President, Administrative Services or his/her designee. General supervision is exercised over assistant managers and/or supervisors of assigned departments/units.

CLASS QUALIFICATIONS

Knowledge of:

- Principles of business management and organization
- Principles of retail sales and management
- Principles of property management
- Merchandising and marketing techniques
- Principles of financial and money management
- Principles of purchasing, material management, and inventory control
- Organization and management of records
- Principles of supervision and training
- Capabilities of computer systems, software, and hardware used in the management of business enterprises

Ability to:

- Plan, organize, and direct the operations of multiple enterprise units and support departments at a college
- Effectively direct the work of others through subordinate supervisors
- Develop and implement effective policies, procedures, and methods
- Analyze and interpret accounting data

Ability to: (Cont.)

- Analyze situations and devise effective solutions
- Apply and interpret pertinent laws, regulations, and policies
- Effectively utilize computer equipment and software in the performance of duties
- Provide leadership and technical assistance to others
- Prepare clear, concise, and effective oral and written communications and reports
- Establish and maintain effective and cooperative working relationships with college and District staff, students, vendors, and the public
- Learn specialized software applications

ENTRANCE QUALIFICATIONS

Education and Experience:

Graduation from a recognized four-year college or university, preferably with a major in business administration, public administration, or a field closely related to enterprise management. Four years of additional qualifying experience may be substituted for the degree requirement.

Experience:

Three years of full-time paid experience in managing the operations of multiple college enterprise units or a general merchandise retail business.

Special:

A valid Class "C" California driver's license must be obtained within 60 days after appointment.
Access to an automobile.