



## CLARK ATLANTA UNIVERSITY

### Job Description

<b>Position Title:</b>	<b>Sr. Director, Business Services Operations</b>
<b>Department:</b>	<b>Business and Auxiliary Services</b>
<b>Reports To:</b>	<b>VP, Business Services</b>

*The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.*

#### **General Function (Description):**

The Department of Business Services serves the CAU community of students, faculty and staff in every phase of life on campus and is the means by which Clark Atlanta University provides services necessary to our students to enhance their academic and residential experiences. The Sr. Director, Business Services manages the day-to-day operations of select Business Services functional area according to sound financial practices, successfully blending the campus' need for such services with the business acumen required to ensure robust customer service and profitability. This positions will direct the division in the VP's absence.

#### **Examples of Duties and Responsibilities:**

- Direct management of PAW Card Operations, Print and Mail Center/Fleet, Vending Services/Laundry Services and Parking Services
- Direct management of markets, summer camps and conferences, event operations, campus orientations, and tour programs
- Directs all student and employee orientations and open houses and fairs including new student orientations, CAU Experience, graduate and continuing student orientations, one-stop & enrollment events and new employee onboarding representing Business Services units.
- Oversees Sr. Staff Assistant with maintaining business services web pages, and other communication including hours of service announcements, signage
- Work with VP with the planning, budgeting & forecasting for University Business Services' fiscal stability and revenue growth.
- Works closely with vendors on the CAU campus to ensure they meet the required standards of service on campus. Oversees service calls and refunds for vending programs
- Actively seeks additional, creative avenues through which various services can be added to the University's portfolio to meet the needs of campus constituencies.
- Organizes and controls the activities of the team to ensure the highest standard and efficient departmental operations and service delivery.
- Prepare reports for VP, Business Services on progress and recommended changes in Campus operations, policies procedures, and processes.
- Supervises administrative coordinators, managers and student workers as assigned.
- Develops and implements strategic marketing plans and sales plans and forecasts to achieve university objectives for products and services. Hires, evaluates, trains, disciplines and recommends dismissal of staff as necessary.
- Develops, monitors, evaluates, and recommends improvement to processes, procedures, work flow, and/or standards, ensuring alignment with the University mission, values, goals and objectives, industry best practice and local, state, and federal laws and regulations.

- Develops and administers department budget in an assigned area of responsibility; approves expenditures; reviews financial statements, manages financial operations and implements and allocates resources following budget approval. Reviews monthly financial reports in conjunction with revenue fluctuations.
- Ensures effective control of marketing results from vendors, and takes corrective action to guarantee that achievement of marketing objectives falls within designated budgets.
- Participates in/on a variety of meetings, committees, and/or other related groups to communicate information regarding programs, information resources, services, and/or other pertinent information as appropriate. Cultivates and manages relationships with key stakeholders.
- Serves as a liaison to internal departments within the University, consumers, the general public, and/or outside agencies, contractors and vendors to respond to inquiries and provide information on available resources and services.
- Positions in this classification may perform all or some of the responsibilities above and all positions perform other related duties as assigned.

### **Campus Support Management**

Position assigned to Support Manager may also be responsible for:

- Advancing Business Services goals and objectives through strategic project management, customer surveys and educational campaigns and representation of Business Services both internal and external.
- Providing leadership to Business Services team in developing strategies and operational plans to better serve Campus Services customer groups.
- Conducting research on best practices, to identify gaps, developing recommendations for change. Advocating for innovative and creative approaches to better serve the customer as well as improving business processes.
- Acting as a liaison with academic affairs, finance, residence life, enrollment management, advancement, and Business Services functional managers to coordinate and manage campus projects, ceremonies, etc.

### ***Knowledge, Skills and Abilities:***

- Knowledge of:
  - Supervisory principles;
  - Principles and practices in assigned area of responsibility;
  - Budgeting, financial and business management principles and practices;
  - Project management principles and practices;
  - University operations and administration principles and practices;
  - Policy and procedure development and implementation practices;
  - Inventory management principles and practices;
  - Applicable Federal, State, and local laws, rules, regulations, codes and/or statutes.
- Demonstrated Skill in:
  - Developing and supervising a strong team;
  - Coordinating activities with other internal departments and/or external agencies and vendors;
  - Achieving and/or exceeding financial management goals within the retail business sector;

- Developing and monitoring budgets;
- Managing projects;
- Preparing a variety of reports related to operational activities, including statistical analysis;
- Managing, marketing and promoting programs in an entrepreneurial environment;
- Monitoring compliance with applicable policies, procedures, rules, and regulations;
- Working with diverse academic, cultural and ethnic backgrounds of University students and staff;
- Utilizing computer technology for communication, data gathering and reporting activities;
- Communicating effectively through oral and written mediums.

***Minimum Hiring Standards:***

<b>Education</b>	Bachelor Degree in finance, business administration, data management, or related field
<b>Years of Experience</b>	5-10 years in a leadership or senior level administrative role in a retail environment and/or Auxiliary Services in higher education
<b>Years of Supervisor Experience</b>	At least 2 (one) or more years

*Clark Atlanta University is an Equal Opportunity/Affirmative Action Employer*