



POSITION DESCRIPTION

Enterprise Services Manager

Position Enterprise Services Manager
Department/Site Finance and Administrative Services
FLSA Exempt
Evaluated by Director of Fiscal Services
Salary Range M-21

General Description

Under the general direction of the Director of Fiscal Services, the Enterprise Services Manager plans, oversees, and directs the enterprise activities of the District which include but are not limited to the bookstore, food services, and golf driving range operations of the District, including any associated convenience stores, retail sales operations, and contracts with external agencies.

This is a 12-month classified management position.

Essential Duties and Responsibilities

- Plans, organizes, coordinates and oversees multiple enterprise services that support the District including the Owl Bookshop and Art and Coffee Bar, the Owl Café, the Range at Citrus College and any associated contracts such as for vending services, pouring and dispensing services, and dining and catering services.
- Evaluates and implements improvements, expansion, and termination of products and services of assigned areas to ensure efficient operations.
- Maintains sound business principles while maintaining fiscal viability.
- Develops and implements work methods, procedures, and practices related to the management of assigned areas.
- Develops and directs the implementation of a comprehensive and effective promotional plan for the products and services in each assigned area.
- Responsible for procurement and material control of assigned areas, as applicable.
- Actively 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 customer service matters pertinent to the assigned areas of responsibility.
- Authorizes expenditures, reviews monthly financial statements, and assists all direct reports in maintaining effective fiscal controls over respective areas.
- Responsible for monitoring budgets of assigned areas, as applicable.
- Implements and monitors the effectiveness of computerized systems necessary to support the enterprise functions of all assigned areas, as applicable.
- Prepares requests for contracts, defines scope of work, and monitors performance associated with all assigned contracts.
- Responsible for organizing and directing periodic inventories of all assigned areas.
- Oversees the preparation of reports and correspondence related to the management of the assigned units.
- Administers the collective bargaining agreements among the District and the classified union.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Resolves conflict.
- Ensures compliance with local, state and federal regulations.



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- Prepares and monitors budget for all assigned programs.
- Supervises and evaluates personnel in assigned areas.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Minimum Qualifications

- Possession of a bachelor's degree in business or public administration.
- Minimum of three years of experience managing the operations of education enterprise units or a general merchandise retail business.
- Evidence of ability to communicate effectively, in English, with a diverse population both orally and in writing.
- Evidence of ability to work effectively as a member of the administration team.
- Evidence of experience and training in the utilization of technology in administrative practice.
- Evidence of experience supervising a complex administrative department responsible for implementation of state and federal regulations.
- Sensitivity to, understanding of, and respect for the diverse academic, socioeconomic, ethnic, religious, cultural background, disability, and sexual orientation of community college students, faculty, and staff.