



DIRECTOR POSITION ANNOUNCEMENT

POSITION TITLE: Director for Auxiliary Services

POSITION SUMMARY:

Under the direction of the Vice President for Administration, the Director of Auxiliary Services provides strategic leadership, operational management, and financial oversight for the College's auxiliary enterprises, including the bookstore, café, vending operations, and print center. The Director ensures delivery of high-quality services that support the College's mission, enhance the student and employee experience, and strengthen campus and community engagement. This role is responsible for managing daily operations, supervising staff, maintaining compliance with applicable policies and regulations, and leading initiatives that improve service quality, operational efficiency, and revenue performance.

POSITION DESCRIPTION:

Leadership & Administration

- Leads the strategic and operational direction of the College's bookstore, café, vending operations and print center to ensure high-quality service delivery and alignment with departmental goals and College priorities.
- Plans, organizes, and manages daily operations across all auxiliary units to optimize efficiency, customer experience, and revenue generation.
- Coordinates campus-wide initiatives that drive operational improvements, technology integration, and enhanced service delivery within Auxiliary Services.

Financial & Operational Oversight

- Contributes to the financial management of Auxiliary Services, including revenue tracking, expenditures, budgeting, forecasting, and cashflow analysis.
- Monitors financial performance and key operational metrics to ensure fiscal responsibility, maximize revenue, and support long-term sustainability.
- Executes cost-effectiveness strategies—such as inventory controls, pricing optimization, vendor management, and process improvements—to enhance profitability and operational efficiency.
- Evaluates services, workflows, and financial outcomes, implementing adjustments that improve quality, efficiency, and customer satisfaction.
- Assists in developing and enforcing policies and procedures that strengthen internal controls, support compliant and efficient bookstore, café, and print center operations, and ensure ongoing operational and audit integrity.

Staff Supervision & Evaluation

- Monitors personnel activities to ensure compliance with policies and performance expectations.
- Evaluates employees at scheduled intervals.
- Coordinates daily workflow and resolves complex administrative or operational issues.

Service Knowledge & Communication



- Maintains comprehensive knowledge of all assigned service areas and communicates key operations, activities, and initiatives to the Vice President for Administration and other College leadership in a clear and timely manner.
- Promotes the College's auxiliary services and related offerings to internal stakeholders and external partners, ensuring consistent communication that strengthens engagement, visibility, and support for Auxiliary Services.

Bookstore, Café, Vending, and Print Center – Specific Responsibilities

- Manages daily bookstore operations, including course-material procurement, merchandising, point-of-sale functions, customer service, and compliance with textbook affordability and procurement guidelines.
- Oversees the full textbook lifecycle, coordinating adoption requests with faculty and academic departments, ensuring timely ordering, monitoring delivery schedules, and maintaining accurate course-material inventory.
- Directs procurement and inventory management for all units, including textbooks, retail merchandise, café supplies, vending products, and print-center materials, following College procurement procedures and vendor requirements.
- Verifies and reconciles all incoming shipments, ensuring accuracy of quantities, pricing, merchandise condition, and invoice alignment for bookstore, café, vending, and print center inventories.
- Oversees cash-handling and point-of-sale operations for all auxiliary units, including collection, reconciliation, daily balancing, deposit procedures, and adherence to internal controls.
- Develops and maintains unit staffing plans, scheduling employees to ensure proper coverage during peak operational periods such as semester start-ups, events, and high-traffic times.
- Conducts regular physical inventories for all areas, monitors shrinkage, analyzes loss trends, and implements loss-prevention safeguards and accountability measures.
- Oversees café and vending operations, including menu planning, food-safety compliance, product rotation, equipment maintenance, vendor relations, and monitoring of inventory and sales performance.
- Supervises print center services, ensuring timely production of print jobs, maintenance of equipment, cost-effective paper and supply usage, and high-quality output for students, faculty, and staff.
- Develops and executes promotional strategies—including sales, special events, merchandising updates, and marketing initiatives—to increase visibility, boost revenue, and strengthen community engagement for all auxiliary units.
- Analyzes operational workflows across units, identifying opportunities to streamline processes, improve service delivery, optimize labor usage, and enhance the customer experience.
- Ensures all areas comply with college policies, procurement standards, food-service regulations, and safety requirements, maintaining audit-ready operations at all times.

Competencies



- Knowledge of higher education operations and the role of auxiliary services in supporting institutional goals.
- Strong leadership, supervisory, and interpersonal skills, with the ability to guide staff, manage multi-unit operations, and maintain positive stakeholder relationships.
- Financial and business acumen, including budgeting, forecasting, cashflow analysis, and the ability to interpret complex financial, statistical, and operational data.
- Effective oral and written communication skills, with the ability to present information clearly to leadership, staff, and external partners.
- Proficiency with computers and job-related software, including point-of-sale systems, inventory tools, and financial reporting applications.
- Ability to plan and manage special projects assigned by the President or Vice President for Administration and perform other duties as needed.

MINIMUM QUALIFICATIONS:

- Bachelor's degree from a nationally accredited institution.
- Five (5) years of relevant work experience in retail, business, accounting, and/or administration.
- Two (2) years of supervisory experience.

PREFERRED QUALIFICATIONS:

- Master's degree from a nationally accredited institution
- Business industry retail experience
- Previous governmental experience
- Excellent customer service skills

Proficiency with Microsoft Office and other job-related software applications

SALARY/BENEFITS:

Commensurate with qualifications. Benefits include paid state holidays, annual and sick leave, retirement options, and State of Georgia Flexible Benefits package.

APPLICATION DEADLINE:

Open Until Filled

TO APPLY: Please submit an online application using the OTC online job center website. All positions require a pre-employment criminal background investigation, education, and employer/professional reference checks. Some positions may additionally require a motor vehicle record search, credit history check, and/or drug screen. All male applicants between the ages of 18 and 26 years of age must present proof of Selective Service Registration. Copies of all transcripts should be submitted at the time of application for faculty positions. Official transcripts are required to be submitted to HR upon acceptance of a written job offer. For more information, please contact the Executive Director for Human Resources at 912.871.1801 or employment@ogeecheetech.edu.



Equal opportunity and decisions based on merit are fundamental values of the Technical College System of Georgia (TCSG). The TCSG State Board prohibits discrimination on the basis of an individual's age, color, disability, genetic information, national origin, race, religion, sex, or veteran status ("protected status"). No individual shall be excluded from participation in, denied the benefits of, or otherwise subjected to unlawful discrimination, harassment, or retaliation under, any TCSG program or activity because of the individual's protected status; nor shall any individual be given preferential treatment because of the individual's protected status, except the preferential treatment may be given on the basis of veteran status when appropriate under federal or state law.

Ogeechee Technical College is an equal opportunity employer. All employment processes and decisions, including but not limited to hiring, promotion, and tenure shall be free of ideological tests, affirmations, and oaths, including diversity statements. The basis and determining factor for such decisions should be that the individual possesses the requisite knowledge, skills, and abilities associated with the role, and is believed to have the ability to successfully perform the essential functions, responsibilities, and duties associated with the position for which the person is being considered. At the core of any such decision is ensuring the institution's ability to achieve its mission and strategic priorities in support of student success.

The following person(s) have been designated to manage inquiries regarding the nondiscrimination policies:

- *Christy Rikard, Vice President for Student Affairs, Ogeechee Technical College, One Joseph E. Kennedy Blvd., Office 198C, Joseph E. Kennedy Building, Statesboro, GA 30458, 912.486.7607, crikard@ogeecheetech.edu*
- *Sabrina Burns, ADA/Section 504 Coordinator, Ogeechee Technical College, One Joseph E. Kennedy Blvd., Office 711, Assessment Center, Statesboro, GA 30458, 912.486.7211, sburns@ogeecheetech.edu*