

WARTBURG COLLEGE
POSITION DESCRIPTION

Title of Position: Director of Auxiliary Services

Preparation Date: May 2023

Function of Position:

The position reports to the Vice President for Finance and Administration and is responsible for the overall operations of the Wartburg Store, Mail Center, and Print Center. The Wartburg Store is the college's retail source for school supplies, spirit wear and gifts. The store offers an on-campus location as well as an online retail platform. The Mail Center handles all incoming and outgoing United States Postal Service mail as well as receives packages for students and departments. The Print Center handles printing for students, departments, as well as outside customers.

This position will provide an appropriate organizational structure along with policies and procedures to align and streamline the operations of these three departments to develop efficiencies as well as explore and implement opportunities to enhance net revenues for these three departments.

Principal Duties and Responsibilities:

I. Overall Operations

- Provide leadership and vision to streamline operations of these three departments, continuing to serve internal customers but also find new external customers where net revenues can be generated.
- Marketing
 - i. Develop and execute a marketing program to increase awareness of products and services.
 - ii. Seek opportunities to create new revenue streams.
- Financial Management
 - i. Develop a business plan with budgeted targets and forecasts.
 - ii. Execute best practices to effectively manage inventory controls and loss prevention.
 - iii. Assign and forward invoices to the Business Office.
 - iv. Prepare fiscal inventory reports per Business office protocols.
 - v. Create and manage vendor/distributor relationships that are fiscally sound and meet Wartburg's strategic goals.
- Customer Service
 - i. Represent Wartburg College favorably to all internal and external stakeholders, i.e., prospective, and current students and their parents, faculty, staff, and visitors.
 - ii. Remedy all customer service issues in a prompt and timely manner.
- Personnel
 - i. Directly supervise and oversee the departmental management staff in the Print Center, Mail Center, and Wartburg Store.
 - ii. Participates in developing department goals and objectives.
 - iii. Encourages the ongoing development of staff including conducting annual performance evaluations

II. Wartburg Store Operations

- Responsible for daily operations including the merchandizing of retail sales and events.
- Manage and grow online retail sales program for the Wartburg Store.
- Review, develop and execute policies and procedures consistent with the college to ensure efficiency of all operations.
- Working with the Dean of Faculty's Office, assist in resolving issues for Wartburg's on-line course material bookseller (Akedemos).
- Serve as a key partner in supporting major campus events; commencement, convocations, homecoming, visit days, etc.

Qualifications:

- Minimum of five years' experience in retail management and operations.
- Bachelor's degree, with preference for Business, Marketing, or Accounting major or associate degree in a related field, along with 10 years of experience.
- Experience with retail accounting, inventory control practices, and pricing strategies.
- Demonstrated ability to communicate effectively and relate to a broad base of stakeholders; students, parents, faculty, staff, alumni, and guests.
- Experience supervising personnel including training and performance management.
- Appreciation for the higher education environment as a dynamic setting for collaborative partnerships with internal programs and external vendors.
- Preference for experience
 - being able to grow net revenues of operations,
 - finding and implement efficiencies within the operations, and
 - in on-line sales, including the related marketing.

Supervision:

Employee reports directly to the Vice President for Finance and Administration and is expected to proactively communicate and collaborate with the Division of Academic Affairs, Division of Student Life, and the Division of Marketing and Communication. Employee is expected to demonstrate initiative and pursue completion of all objectives as set by the Vice President, planning and prioritizing their own work and resolving unusual cases in consultation with their supervisor.

Application Procedure:

Send letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: hr@wartburg.edu. See www.wartburg.edu for further information about the college.

WARTBURG COLLEGE is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from members of underrepresented ethnic and minority groups.