



Auxiliary Business Services Job Summaries

Job Code	Job Title	University Job Summary
12516 12515 12514	Senior Auxiliary Business Services Officer	Senior Auxiliary Business Officers provide strategic executive leadership for a university-wide finance-related functional area within Business Services with significant strategic impact. They are responsible for strategic development and administration of Auxiliary Business Services' mission, goals, programs, student activities, and services. Utilizing a comprehensive knowledge of the service or functional area, Senior Auxiliary Business Officers provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this level significantly impact service delivery, overall university operational performance, and financial legal compliance. Senior Student Services Officers possess the authority to set and change the strategic goals of the areas assigned, exercising considerable latitude on how results are achieved. They typically report to executive leadership.
12513 12512 12511	Auxiliary Business Services Officer	Auxiliary Business Services Officers provide strategic leadership and management of a university-wide finance-related functional area within Business Services with significant strategic impact. They provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this level significantly impact service delivery, overall university operational performance, and financial legal compliance. In consultation with the Senior Auxiliary Business Officer, Auxiliary Business Officers possess the authority to set and change the strategic goals of the business units or functional areas assigned. They exercise independent judgment for complex issues while unprecedented issues may be referred to a higher level for resolution. They typically report to the executive leadership.
12426 12425 12424 12423 12422 12421	Director, Auxiliary Business Services	<p>Directors typically provide operational management of university support and auxiliary services, which typically include food service, bookstore, housing, vending, student union, printing services, and may include a variety of other services and operations. They have a shared-responsibility for planning, policy formation, and strategic implementation of programs or services. They typically ensure policy and legal compliance and manage other professional staff. Directors collaborate with internal and external constituents to achieve overall strategic goals. They have a significant impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues to ensure departmental objectives are met. They typically report to executive leadership.</p> <p>NOTE: The Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p> <p>Senior Directors are responsible for long-range strategic planning and must possess a comprehensive knowledge of the service or functional area. They advance the service or</p>



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12236 12235 12234 12233 12232 12231	Manager, Auxiliary Business Services	<p>Managers serve as operational managers responsible for one or more Auxiliary Business Services program's daily administration. They may be responsible for areas such as ensuring policy and legal compliance; administering budgets; managing multimedia communications; recruiting, training, and supervising a team of staff, interns, or students; and special projects and other related operational activities. In consultation with senior leadership, they develop processes and implement new programs. They have a measurable impact within the department and influence service delivery in the school, department, or business unit. Managers work under intermittent supervision, resolving routine-to-complex issues independently. They typically report to a director or senior administrator.</p> <p>NOTE: The Manager job is a supervisory job and is intended for positions that have three or more full-time direct reports. Positions that meet the scope of the Manager and Senior Manager jobs and have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Managers participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
12346 12345 12344 12343 12342 12341	Supervisor, Auxiliary Business Services	<p>Supervisors provide oversight of daily operations of a small-to-medium team functional unit within Business Services. They may be responsible for service areas such as campus mail, dining, retail, or licensing and/or trademarks. Supervisors ensure that day-to-day operations align with short-term goals and objectives; may help senior leadership develop processes or implement new programs and/or services; and may serve as liaisons between internal departments or functional areas. They may serve as resources for lower-level staff. Their decision-making has a measurable impact on service delivery and operational goals. Supervisors work under intermittent supervision, resolving routine-to-complex issues independently and referring more complex issues to higher-level management. They typically report to a manager or director or in some areas may report to an administrator.</p> <p>NOTE: The Supervisor job is intended for positions that, as a general rule, have three or more full-time direct reports. However, the nature of some job families and the intentional staffing patterns allow for supervisor positions that manage the work assignments, hiring, and discipline of more than three hourly (wage) and/or student positions. Positions that meet the scope of the Supervisor job and consistently have hourly (wage) or student direct reports may be placed in the Supervisor job, in consultation with Human Resources. Otherwise, positions that do not have three full-time direct reports and do not consistently manage three or more hourly (wage) or student direct reports should be placed in the individual contributor job that best fits the overall job content.</p> <p>Senior Supervisors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or</p>



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12916 12915 12914 12913 12912 12911	Administrator, Auxiliary Business Services	<p>Administrators provide administrative management of one or more functional units, departments, or business units. They are typically responsible for overseeing and coordinating all administrative affairs, with strategic management of daily operations as a primary purpose. The role may have direct and indirect reports. They typically serve as liaisons between internal departments or functional areas in order to achieve operational goals and serve as a resource to lower-level staff. Their decision-making has a significant impact on service delivery and student success. Administrators work under intermittent supervision, resolving complex issues independently and referring unprecedented issues to a higher level. They typically report to executive or senior leadership.</p> <p>NOTE: The primary purpose of the administrator job is the strategic management of daily operations and not primarily supervision, although the role may have direct and indirect reports.</p> <p>Senior Administrators serve in a senior capacity with the equivalent scope and authority of the Director role but with fewer than three functional area managers as direct reports. They are responsible for long-range strategic planning and the application of a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond the internal scope of the department through innovative new programs, services, or practices. Senior Administrators assume a higher level of responsibility and authority in compliance and legal matters.</p>
12226 12225 12224 12223 12222 12221	Auxiliary Business Services Analyst	<p>Auxiliary Business Services Analysts perform data analysis requiring a working knowledge of multiple functional areas of finance and business services, as well as applicable policies, procedures, and legal compliance. They analyze and interpret data and may partner with internal end users to analyze data impacting short and long-term goals and objectives. Their typical duties may include developing and producing critical business analytics and reports; producing key performance metrics and analytical input in the development of long term plans; providing software development and maintenance support; and identifying problems and recommending solutions. The nature of the work requires logical decision-making and sound problem-solving skills. The quality of their decision-making and recommendations has a measurable impact on departmental decision-making and outcomes. Auxiliary Business Services Analysts typically report to a manager or director or in some units may report to an administrator.</p> <p>Senior Auxiliary Business Services Analysts possess greater knowledge of the business analysis field, distinguishing them from Auxiliary Business Services Analysts. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
12216 12215 12214 12213	Auxiliary Business Services Specialist	Auxiliary Business Services Specialists provide operational and technical support within one or more specialized areas of Auxiliary Business Services. Working independently or as a member of a team, they may promote products; provide services including advertising, public relations, and promotions; coordinate a variety of routine and non-routine technical



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12212 12211		<p>and administrative tasks; and/or serve in other functional or technical support roles. Assignments require experience within the area of specialization in order to provide support to a department or business unit. They work under limited supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager. Auxiliary Business Services Specialists typically report to a manager or director or in some units may report to an administrator.</p> <p>Senior Auxiliary Business Services Specialists possess greater knowledge of the auxiliary business unit they support, distinguishing them from Auxiliary Business Services Specialists. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
12126 12125 12124 12123 12122 12121	Auxiliary Business Services Coordinator	<p>Auxiliary Business Services Coordinators provide operational support and customer service to internal and external stakeholders. They work collaboratively to support advertising and communication programs designed to effectively represent products, services, brands, and the university to customers and prospects. Typical responsibilities may include implementing programs and handling daily operations including scheduling, supervision, training, evaluation, and oversight. They may coordinate and manage day-to-day program and administrative operations within a department, center, or unit. Coordinators may serve as liaisons to other academic schools, business units, departments, or to the general public to coordinate programs, projects, or services. They may work independently or as a member of a team. They work under general supervision, resolving most standard issues independently and referring complex issues to an upper-level manager. Coordinators typically report to a supervisor or manager or in some areas may report to an administrator.</p> <p>Senior Auxiliary Business Services Coordinators possess greater knowledge of the auxiliary business area they support, distinguishing them from Auxiliary Business Services Coordinators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
12416 12415 12414 12413 12412 12411	Director, Events Management	<p>Directors typically provide strategic management and operational oversight for university events, special events, and conferences. They typically ensure policy and legal compliance and manage other professional staff. Directors collaborate with internal and external constituents to achieve overall strategic goals. They have significant impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues to ensure departmental objectives are met. They typically report to executive leadership.</p> <p>NOTE: The Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p>



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12326 12325 12324 12323 12322 12321	Manager, Events Management	<p>Managers serve as operational managers responsible for one or more events management program's daily administration. They may be responsible for areas such as ensuring policy and legal compliance; administering budgets; managing multimedia communications; recruiting, training, and supervising a team of staff, interns, or students; special projects; and other related operational activities. In consultation with senior leadership, they develop processes and implement new programs. They have a measurable impact within the department and influence service delivery in the school, department, or business unit. Managers work under intermittent supervision, resolving routine issues independently. They typically report to a director or senior administrator.</p> <p>NOTE: The Manager job is a supervisory job and is intended for positions that have three or more full-time direct reports. Positions that meet the scope of the Manager and Senior Manager jobs and have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Managers participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
12316 12315 12314 12313 12312 12311	Supervisor, Events Management	<p>Supervisors provide oversight of daily operations of a small-to-medium team of events management staff. They are typically responsible for duties such as coordinating and organizing meetings and special events university-wide. Supervisors ensure that day-to-day operations align with short-term goals and objectives; may help senior leadership develop processes or implement new programs and/or services; and may serve as liaisons between internal departments or functional areas. They may serve as resources for lower-level staff. Their decision-making has a measurable impact on service delivery and operational goals. Supervisors work under intermittent supervision, resolving routine-to-complex issues independently and referring more complex issues to higher-level management. They typically report to a manager or director or in some areas may report to an administrator.</p> <p>NOTE: The Supervisor job is intended for positions that, as a general rule, have three or more full-time direct reports. However, the nature of some job families and the intentional staffing patterns allow for supervisor positions that manage the work assignments, hiring, and discipline of more than three hourly (wage) and/or student positions. Positions that meet the scope of the Supervisor job and consistently have hourly (wage) or student direct reports may be placed in the Supervisor job, in consultation with Human Resources. Otherwise, positions that do not have three full-time direct reports and do not consistently manage three or more hourly (wage) or student direct reports should be placed in the individual contributor job that best fits the overall job content.</p> <p>Senior Supervisors participate in long-range strategic planning, which requires a</p>



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12116 12115 12114 12113 12112 12111	Events Management Coordinator	<p>Events Management Coordinators perform a wide variety of administrative, logistical, operational, and technical tasks related to events management. They work collaboratively to plan, coordinate, market, and implement special events and activities. Their typical duties may include planning and coordinating both large- and small-scale programs/events; scheduling and coordinating meetings; purchasing and arranging travel; overseeing catering; and negotiating financial partnerships and cost-sharing agreements with groups and organizations on and off-campus. They may work independently or as a member of a team. They work under general supervision, resolving most standard issues independently and referring complex issues to an upper-level manager. Events Management Coordinators typically report to a supervisor or manager or in some areas may report to a director.</p> <p>Senior Events Management Coordinator possess greater knowledge of administrative, logistical, operational, and technical tasks related to events management, distinguishing them from Events Management Coordinators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
12016 12015 12014 12013 12012 12011	Auxiliary Business Services Assistant	<p>Auxiliary Business Services Assistants perform entry-level operational and technical tasks. Their work is routine in nature, requires limited judgment, and requires following a set of pre-established guidelines, processes, and procedures. They may serve as a first point of contact for internal and external customers; perform data entry; coordinate event details, including space reservation, technology support, and security; order and manage administrative office supplies, office equipment, and programmatic supplies/services; schedule meetings; manage and coordinate department travel; assist with database management; and perform fiscal transactions. They may work independently or as a member of a team. They work under direct supervision, resolving most standard issues independently and referring complex or unique issues to the appropriate staff or management level. Auxiliary Business Services Assistants typically report to a supervisor or middle manager or in some areas may report to an administrator.</p> <p>Senior Auxiliary Business Services Assistants possess greater knowledge of operational and technical tasks related to Auxiliary Business Services, distinguishing them from Auxiliary Business Services Assistants. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>