

**CLASS SPECIFICATION  
Director, Business Support Services**

FLSA Status: Exempt  
EEOC Job Category: Officials and Administrators  
Union Representation: Unrepresented

**GENERAL PURPOSE**

Under policy direction, plans, organizes, integrates and directs the District's purchasing, contracts, risk management program and auxiliary 501(c)(3) business operations and activities; directs, and manages District-wide support services including purchasing, contracts administration, warehouse operations and inventory control, environmental and occupational health and safety, parking and contracted police services, mail and reprographics services and auxiliary business services; provides professional assistance and support to District management and the Board of Trustees on purchasing, contracting, environmental/occupational health and safety, emergency management, auxiliary business services and other policy and planning matters; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single position class is responsible for managing and integrating a program of broad, comprehensive business support services for the District, including risk management and loss control, insurance, purchasing, contracts management, environmental and occupational health and safety programs and reporting, parking services, mail and reprographics services, warehouse operations and inventory control, contracted police services, the state Emergency Management System and federal National Incident Management program, and auxiliary services (bookstore and food service operations). The incumbent provides advice and counsel to reduce and mitigate risk/liability exposure and ensure District compliance with federal and state regulations regarding environmental and occupational health and safety and for developing, implementing and managing program strategies and objectives to ensure alignment with District priorities. Responsibilities and assignments are broad in scope and allow for a high degree of administrative discretion on issues that are complex, interpretive and evaluative in nature.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the Business Support Services department; with subordinate managers and supervisors, participates in establishing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.

2. Participates with other managers in establishing strategic plans for the District; sets overall management and policy goals and objectives for a department; coordinates department program and policy issues with managers of other departments and/or on a District-wide basis.
3. Plans and evaluates the performance of managers, supervisors and staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District's classified human resources policies and procedures and labor contract provisions.
4. Provides leadership and works with supervisors and staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training and day-to-day management practices that support the District's mission, strategic goals and core values.
5. Participates with the Executive Team in the development and implementation of District strategic and business plans, goals and objectives; leads and directs department staff in the development and application of new processes and technologies to achieve higher efficiency, productivity and customer service in department work processes.
6. Plans, organizes, directs and oversees the District's risk management and loss control programs; manages and directs the investigation and adjudication of claims filed against the District; recommends risk management and loss control techniques including the assumption of risk, elimination, reduction and transfer of risk through self-insured programs and the purchase of insurance coverage; works with brokers to determine appropriate types and levels of insurance coverage and costs to the District; develops, implements, monitors and evaluates quality control plans, performance standards and program evaluation procedures; leads and participates in the development of requests for proposal and structuring of deliverables.
7. Plans and directs the administration of the District's Workers' Compensation program; oversees, manages and directs the investigation of accidents and injuries and the evaluation and settlement of claims and appeals; directs development and implementation of safety training and related programs to minimize employee work-related injuries and lost time.
8. Plans, organizes, coordinates and directs the development and administration of environmental and occupational health and safety compliance programs, including the illness and injury prevention program (IIPP); provides leadership to create awareness and promote an environmental health and safety culture; directs action to ensure compliance with safety, health and environmental safety regulations and requirements; oversees development and administration of programs to eliminate environmental hazards; ensures compliance with all mandated state and federal reporting requirements. Plans, organizes, manages and directs the District's bond financial activities and operations; ensures all arbitrage calculations are in conformance with federal and state guidelines; provides necessary documentation, expertise, guidance and assistance to staff, senior management, other District personnel on bond proceeds needs and issuances.
9. Plans, develops, directs and implements the District's emergency management programs to ensure compliance with federal, state and local regulations regarding emergency management for public

entities; maintains communications with other local emergency managers; trains District administrators, faculty and staff on their roles in the event of an emergency. Coordinates, plans, and conducts emergency management scenarios for the entire campus community.

10. Plans and directs a comprehensive purchasing and contracts management program to protect the District's interests and ensure compliance with all legal requirements; oversees all phases of purchasing and contracts development and administration, including formulation, negotiation and administration to ensure conformance with District requirements; oversees and reviews insurance coverage provisions and documentation on all construction contracts, consulting agreements, leases, purchase agreements and grant contracts to ensure appropriate insurance and indemnification language to protect the District from potential risk exposure and litigation. Oversees preparation and administration of bidding procedures and practices.
11. Plans and directs the operations of the District warehouse, responsible for receiving, inventory management and distribution of equipment, materials and supplies and for destruction of confidential files; oversees management of District-wide mail and reprographics services to provide timely, high quality services and products to District management and staff; oversees administration of on-campus parking lots and facilities.
12. Plans and directs administration of the District's contracted law enforcement agreement for campus police and security services; oversees and works with staff and contracted law enforcement representatives to ensure on-going operational and emergency requirements are met.
13. Provides expertise, guidance and assistance to staff, senior management, other District personnel and external customers; evaluates information and data and provides decisions and recommendations on a wide array of policy and operational matters; oversees development, integration and implementation of new or revised policies, processes, standards and internal controls for the assigned departments.
14. Works directly with District-retained attorneys on legal matters related to third-party claims, risk management and other areas related to assigned responsibilities.
15. Monitors and researches regulatory and legislative developments impacting District operations, programs and costs; recommends changes to ensure compliance with all legal requirements; analyzes and recommends legislative positions on pending bills which would seriously impact the District and its programs.
16. Plans and directs the auxiliary's 501(c)(3) business operations, including bookstore and food service, and ensures compliance with statutory requirements related to its tax-exempt status. Monitors effectiveness of operations to meet the needs of students, faculty, and staff. Evaluates bookstore and food service operations; develops and implements new strategies and product mixes to attain currency and relevancy with competing markets.

17. Represents the District with other agencies, individuals and groups in all matters pertaining to Business Support Services, Worker's Compensation, Risk Management, Loss Prevention, Contracts and Procurement, Auxiliary, Emergency Preparedness and Safety.
18. Integrates the services of architects, engineers, legal counsel, technical and financial consultants, local planning agencies and utilities as they affect Business Support Services, Worker's Compensation, Risk Management, Loss Prevention, Contracts and Procurement, Auxiliary, Emergency Preparedness and Safety.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles, practices, methods and techniques of bidding, contracting, and purchasing for a campus community.
2. Principles, practices, methods and techniques of developing and administering risk management, emergency management and loss control programs.
3. Principles and practices for managing, administering, analyzing, adjudicating, and litigating claims.
4. Principles and practices of insurance underwriting, public safety, security, and other loss prevention methods.
5. Federal and state laws and regulations governing purchasing, bidding, contracting, risk management, workers' compensation, environmental and occupational health and safety, building and fire regulations, emergency management programs, parking, and other program activities.
6. Methods of identifying risk exposure, prioritizing risks and investigating and correcting industrial and environmental hazards.
7. Principles and practices of public administration, including budgeting and finance, purchasing, contracting, mail services and warehouse operations, auxiliary business operations, and maintenance of public records.
8. Principles, practices and methods of budget development and management, including techniques for conducting statistical, financial, and business operation analyses.
9. Community college district functions and associated risk management and environmental/occupational health and safety issues.
10. Principles and practices of sound business communication.
11. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
12. Principles and practices of effective management and supervision.
13. District classified human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Plan, direct, manage, coordinate and monitor a range of administrative and District support programs, including risk management, workers' compensation, environmental and occupational health and safety, emergency management, purchasing, contracts management, mail and reprographics, warehouse/inventory control, parking and campus security, and auxiliary business operations to meet District objectives, professional standards and legal requirements.
2. Define complex management, fiscal, budget and strategic planning issues, perform difficult analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
3. Conduct research on program-related issues, evaluate alternatives and reach sound conclusions and make recommendations for changes in support of program requirements.
4. Understand, interpret, explain and apply federal, state and local policy, law, regulations and court decisions applicable to areas of responsibility.
5. Present proposals and recommendations clearly, logically and persuasively in public meetings.
6. Represent the District effectively in negotiations and other dealings on a variety of difficult, complex, sensitive and confidential issues.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Exercise sound, expert independent judgment within general policy guidelines.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Establish and maintain effective working relationships with Board members, all levels of District management, staff; representatives of other governmental agencies, brokers, attorneys and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public administration, business administration or a closely related field; and five years of increasingly responsible experience within the fields of business administration, purchasing, health and safety, risk management or other related field, at least three of which were in a supervisory or management capacity. Experience in an academic institution or public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; observe and interpret people and situations; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with Board members, all levels of District management, staff, County Office of Education management and staff, representatives of other governmental agencies, external auditors and others encountered in the course of work.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.