

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

Manager
Auxiliary Support Services
Office of Finance and Administration
Regular Full-Time Position
Position Number 590020

General Description

The Manager of Auxiliary Support Services reports directly to the Assistant Vice President for Finance and is responsible for the overall management, coordination and monitoring of University Auxiliary Services including vending, Postal Services and the bookstore. Responsibilities include direct supervision of the staff and day-to-day operations of Postal Services, serving as the University's primary liaison with the contracted vendors for the bookstore and vending. The incumbent also performs a significant role in each budget cycle, the year-end closing process and financial report preparation as it relates to Auxiliary Services.

Primary Duties and Responsibilities

- Provide general and direct supervision of Postal Services (four regular employees.)
- Serve as the University's liaison with USPS representatives. Prepare and/or review USPS reports.
- Maintain and control cash, money orders and stock inventories; prepare daily sales reports and make daily cash deposits for Postal Services. Maintain records and monitor the status of bulk mail, business reply mail and postage meter machines.
- Serve as the University's liaison with the contracted bookstore; ensure compliance with contract. Maintain communication with in-store personnel and regional management. Monitor status of projects of special interest to the University. Attempt resolution of issues raised by students and faculty
- Serve as the University's liaison with the soft drink vendor; ensure compliance with contract. Maintain a network of locations for claims and refunds to customers; handle customer inquiries and complaints. Conducts a monthly verification of the machine types and locations.
- Serve as the University's liaison with the Division of Blind Services and their representatives on campus. Collect and forward customer inquiries and complaints to the appropriate Blind Services representative.
- Establish, maintain and periodically review procedures and standards for the efficient functioning of the Post Office.
- Assist in the development of goals and objectives for Auxiliary Support Services including long-range planning for more efficient operations.
- Develop Requests for Proposals and specifications for the bookstore, soft drink vending, blind services and printing equipment contracts.
- Develop cost analysis and make appropriate recommendations for contract amendments relative to all contracted auxiliary services.
- Review bookstore monthly income and expenditure reports, provide monthly analysis and implement corrective measures if needed.
- Develop and implement policies and procedures pertaining to auxiliary services.
- Prepare all auxiliary budget analysis forms for each budget cycle.
- Review and approve auxiliary accounting transactions and implement corrective measures if needed.
- Coordinate and/or perform year-end closing procedures for auxiliary services.
- Prepare the annual financial reports for all auxiliary services.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Ability to interpret, formulate and implement APSU and TBR policies and procedures.
- Ability to know, understand and follow USPS regulations.
- Ability to prepare accurate records and reports.
- Ability to monitor budgets.
- Ability to analyze problems and take appropriate corrective measures.

Required Minimum Qualifications

- Bachelor's degree with emphasis in business or related field.
- Three years of previous experience in a service environment.
- Experience in budget management is required.
- A background and credit history check will be required of the successful applicant.

Additional Preferred Qualifications

- Previous higher education experience.
- A thorough knowledge of USPS regulations is highly preferred.
- Knowledge of SCT Banner and SIS software and the APSU organizational environment.

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