

*Austin Peay State University, founded in 1927, is a comprehensive state-assisted university with an enrollment of 8,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923-27.*

*APSU is one of 46 institutions in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. Austin Peay 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. In addition to three baccalaureate degrees that can be earned totally online, APSU offers hundreds of Web-based classes.*

*Among APSU's many points of distinction are its designation as the state university for the liberal arts, two centers of excellence in the arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.*

*An integral part of Clarksville, Tenn., a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University has seen steady growth during the last five years.*

*APSU's 160-acre campus is Jeffersonian in design with large open spaces between buildings and a central quadrangle. Classic Georgian-style architecture dominates most of the 79 buildings, excluding buildings on APSU's campus at Fort Campbell and the University farm.*

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

**General Description**

The Manager of Auxiliary Support Services is a full-time, 12 month, professional staff member of the Office of Finance and Administration at Austin Peay State University. This position reports directly to the Assistant Vice President for Finance.

The Manager of Auxiliary Support Services is responsible for the overall management, coordination and monitoring of university auxiliary services including vending, Postal Services, the bookstore, and Printing Services. Responsibilities include direct supervision of the staff and day-to-day operations of the Postal Services and Printing services. Serves as the university's primary liaison with the contracted vendors for the bookstore and vending. The Manager of Auxiliary Support Services also provides budget and contract support to university housing and AP dining in coordination with the Assistant Director of Housing Services. 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 (4 regular employees) and printing services (3 regular employees).
- Function as the University's liaison with USPS representatives. Prepare and/or review USPS reports.
- Maintain and control cash, money orders, 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.
- Function as the University's liaison with the contracted bookstore. 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. Insure compliance with the contract.
- Function as the University's liaison with the soft drink vendor. Maintain a network of locations for claims and refunds to customers. Does a monthly verification of the machine types and locations. Is the central point for handling customer inquiries and complaints. Insure compliance with the contract.
- Function as the University's liaison with the Division of Blind Services and there representatives on campus. Collect and forward customer inquiries and complaints to the appropriate Blind Service representative. Calculate the amount and insure the timely distribution of university payments to Blind Services.
- Establish, maintain, and periodically review procedures and standards for the efficient functioning of the Post Office and Printing Services.
- 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. Provide assistance with the food service contract.
- Develop cost analysis and make appropriate recommendations for contract amendments relative to all contracted auxiliary services.
- Provide general supporting services for AP dining on financial matters such as reconciliation of meal plans, commission calculations and amortization of investments.
- Develop, monitor, and provide budgetary support for all auxiliary services. (This includes assisting the Housing Office which has the primary responsibility for housing and AP dining)
- Provide general supporting services for AP dining including reconciliation of weekly meal plan charges and monitor AP dining invoices.
- Review AP dining and 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 implements 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 use a personal computer and associated software.
- Ability to communicate effectively.
- 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 supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Ability to maintain confidentiality.
- Ability to analyze problems and take appropriate corrective measures.
- Ability to establish a good working relationship with supervisors, other employees, students, the University community, and the public.

### **Qualifications**

Bachelor's degree required with emphasis in business or related field. Minimum of three years experience in a service environment is required. Higher education experience beneficial. A thorough knowledge of USPS regulations is highly beneficial. Knowledge of SCT FRS and SIS software and the APSU organizational environment is beneficial. Experience in budget management is required. A background check will be required for the successful applicant.