

Cornell University Staff Compensation Program Generic Job Profile Summaries

Auxiliary Services Job Family: Retail Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. *A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA.*

GENERIC JOB PROFILE SUMMARIES

Director Auxiliary Services MANAGEMENT	Senior Director Auxiliary Services MANAGEMENT
Provide leadership, vision and direction to select Auxiliary Services functions within Housing & Residential Life, Cornell Retail Services, Cornell Dining, Conference & Event Services and Catering & Concessions; enhance sales and strengthen marketing strategies to achieve the objectives.	Provide executive leadership, direction, and financial oversight for Auxiliary Services, including Housing & Residential Life, Cornell Retail Services, Cornell Dining, Conference & Event Services and Catering & Concessions.
Oversee and advise on matters related to the operation of all food service and retail operations.	Manage and advise on all matters pertaining to Auxiliary Services. Serve as an advocate on behalf of the organizations.
Engage with vendors to negotiate contracts and ensure terms are met. Represent Cornell Store; serve as the principal between the Store and vendors/corporations.	Oversee Service Level Agreements and oversight of Auxiliary Service contracts.
Manage the delivery of new and improved strategies that address customer needs and trends and ensure high- quality products/services.	Deliver strategic development, shape direction and implementation affecting all business operations encompassing a broad and highly complex variety of funding sources and staff.
Supervise and direct activities of all senior-level managers, including coaching, hiring, training, evaluation, career development, and communication.	Communicate regularly with unit directors, ensuring the development and implementation of short and long- range strategies to align with divisional and university objectives.
Engender a commitment to service among all staff and drive a climate that cultivates and supports diversity, inclusiveness and belonging.	Engender a commitment to service among all staff and drive a climate that cultivates and supports diversity, inclusiveness and belonging.

Director Auxiliary Services MANAGEMENT	Senior Director Auxiliary Services MANAGEMENT
Develop and oversee budget and operations for functional areas. Evaluate and develop long- and short-term strategic plans to enhance financial growth and increase return on investments.	Oversee annual operating and capital budgets. Advise unit leaders on cost savings and continuous improvement within department.
Exercise overall control of fiscal operations, including sales reports, and other expenditures. Orchestrate complex and diverse functions, including marketing, purchasing, merchandising, selling, and public relations.	Responsible for fiscal management of Auxiliary Service operations to ensure effective utilization of resources.
Direct all public relations efforts with University departments, other clients, and vendors. Serve as industry leader and act as a university representative in global organizations.	Collaborate extensively with university departments, committees, and corporate partners to facilitate ad enhance interdepartmental ventures.
Develop and manage space allocations. Manage physical facilities with an emphasis on creating an inclusive social and living environment. Recommend facility construction, renovation and expansion across campus based on utilization, strategic site opportunities and university priorities.	Provide broad direction around project management and budget planning, monitoring for major remodeling and construction projects.

FACTOR PROFILE	10248 DIRECTOR AUXILIARY SERVICES, BAND H	11407 SENIOR DIRECTOR AUXILIARY SERVICES, BAND I
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor's degree and more than 10 years relevant experience or equivalent combination	Master's degree and 7 to 10 years relevant experience or equivalent combination
ІМРАСТ	Significant impact	Accountable for activities which have a substantial impact on operations, resources or the University's reputation.
CONTACTS - INSIDE	Coordinate activities Persuade others to take particular course of action	Contacts are throughout the University and involve coordinating major activities and/or persuading others to take a particular course of action
CONTACTS - OUTSIDE	Develop and make presentation and negotiate with others throughout university	Contacts involve developing and making presentations and negotiating with others
CONTACTS - STUDENTS	Frequent contact to provide information and instruction	Frequent contact to provide information and instruction

FACTOR PROFILE	10248 DIRECTOR AUXILIARY SERVICES, BAND H	11407 SENIOR DIRECTOR AUXILIARY SERVICES, BAND I
SUPERVISION	Provide supervisory direction to other managers	Responsible for providing supervisory direction to other managers
COMPLEXITY	Occasionally required to develop new innovative solutions, services, products, processes, and programs; work requires sophisticated reasoning skills and judgment	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Duties generally are numerous and extremely diverse and include a wide variety of unrelated processes and work methods. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Responsible for making decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students
EFFECT OF DECISION MAKING	Directly affect more than one college, school or administrative unit	Decisions directly affect an entire college or school administrative unit. Critical effect on students and employees
FREEDOM OF ACTION	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision of activities, with considerable latitude for exercising judgment and self-direction
WORKING CONDITIONS	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required