



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Manager Campus Card
POSITION NO.	502649
LOCATION	Warwick
REPORTS TO	Auxiliary Services Business Director
GRADE/CBA #	CCRIPSA 10
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Permanent and Temporary support and clerical staff
LIMITATION (if applicable)	N/A
REVISION DATE	June 2017

JOB SUMMARY:

Under the direction, policies, and guidelines of the Auxiliary Services Business Director and the Touchnet OneWeb application, this position is responsible for planning and managing all day-to-day operations of the campus card office, as well as bookstore operations; procurement, storage and maintenance of all Campus ID Card supplies and equipment, purchase, stock, and selling of merchandise both in store and online. Supervise card office/bookstore staff and provide customer service to students, faculty, staff, and other stakeholders.

DUTIES AND RESPONSIBILITIES:

- Responsible for managing daily operations of the Card Office. Procurement and storage of all campus ID card supplies and equipment, as well as inventory control. Provides maintenance on Campus Card equipment. Hires, trains, schedules and supervises employees at all campuses in regards to Card Office operations. Regularly withdraws and deposits funds from transaction machine(s) on campus.
- Provides prompt and courteous customer service to all patrons seeking assistance via email, in person, and by telephone. Responds to inquiries and resolves discrepancies; determines appropriate corrective actions with established guidelines, and refers for action when appropriate.
- Clearly understands policies and procedures, both financial and academic, of the College in order to provide information to students, faculty and staff; remains in contact with appropriate departments for current information and any updates to program.
- Coordinates website and any updates to publications distributed by Card Office.
- Maintains monthly invoices for third party users including vending, dining services and campus store. Prepares invoices for A/P for any transfer of funds.
- Regularly generates and reconciles applicable ledgers in OneWeb application.
- Maintains current knowledge of the card industry by interacting with industry groups like NACCU (National Association of Campus Card Users), and other institutions and vendors.
- Directs Bookstore staff in the performance of daily operations.
- Hire and train permanent, temporary and student employees as needed in all phases of operation of the Bookstore.
- Supervise staff and cashiering functions and provide customer care.
- Complete or supervise all store opening and closing procedures on a daily basis; execute the daily closeout process of cash registers and prepare daily bank deposits.
- Implement policies and procedures as directed by the Auxiliary Services Business Director and/or the Assistant Administrator and assist in developing new policies and procedures.
- Direct the receiving and stocking or preparing of all incoming and outgoing shipments.
- Be competent in all aspects of the MBS point-of-sale system and the related equipment including cash registers and personal computer and printer applications.
- Maintain store appearance and cleanliness.
- Prepare all bookstore merchandise for physical inventories.
- Perform cash register duties as required.
- Assist customers.
- Other related duties and projects as assigned by manager.

LICENSES, TOOLS, AND EQUIPMENT:

Ability to use OneWeb and MBS system applications on personal computer and cash register and to interface with student systems on the College's administrative computer system.

Equipment used includes:

- Computer
- Printer
- Telephone
- Calculator
- Fax Machine
- Copy Machine
- Scissors
- Knife

ENVIRONMENTAL CONDITIONS:

Must be able to lift up to 50 pounds, carry, shelve, bend and stretch as needed.

REQUIRED QUALIFICATIONS:

- Bachelor's degree in related field
- At least one year of customer service experience in a managerial capacity in a retail setting
- Excellent customer service skills
- Manage all types of customer situations
- Responding promptly to customer needs
- Handle requests for service and assistance
- Excellent communication and diplomatic skills
- Understanding of basic math and general accounting procedures
- Apply common sense understanding to carry out and issue written and oral instructions
- Ability to problem solve
- Ability to perform all essential duties satisfactorily
- Demonstrated ability to prioritize and manage multiple tasks
- Good organizational skills
- Ability to work with the public
- Ability to work independently as well as a member of a team in a large organization

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.