

OFFICE OF
AUXILIARY SERVICES
OPERATIONS MANUAL

JOB DESCRIPTION

DIRECTOR OF AUXILIARY SERVICES

The Director of Auxiliary Services is responsible for the complete operation of all auxiliary and satellite operations. These areas include, but are not limited to, the following:

- 1) University Store/Textbook Center
- 2) All-Campus Card
- 3) Post Office
- 4) President, Center Services, Inc.
- 5) Marketing/Sales and Licensing Program
- 6) Management of Trojan Media Services

General responsibilities include the complete management of these areas, which entails preparing and maintaining financial records such as the yearly fiscal budget as well as preparing an on-going marketing plan to ensure successful operations of these areas and to maintain a high level of awareness as to the needs of the University Community.

The Director of Auxiliary Services shall also serve as President of Center Services, Inc. He shall oversee all operations of this non-profit organization, including 1) Washer/Dryer operations on campus; 2) Utility deposit guarantees; 3) CSI-ME Program.

The Director of Auxiliary Services shall oversee the complete operation of the University Store and Textbook Center. Included in this operation is the responsibility for the Marketing/Sales and Licensing program for both on and off campus events.

The Director of Auxiliary Services is responsible for all aspects of the ALL-Campus Card (TROJAN Card), and will work with Sodexo Marriott Food Service on the billing to the University for their portion of monthly revenues.

Other responsibilities will include analyzing the budgets of Housing and Food Services in order to report financial figures to the Vice-President of Student Affairs on a regular basis. This shall include matters concerning all revenue and expenditures as they relate to one another. The Director of Auxiliary Services shall also assist and advise any other departments of the Division of Student Affairs concerning technology applications of both old and new systems.

The Director will also oversee development, marketing and management of Trojan Media Services. This includes dial-up access to E-mail and the Internet, as well as the Troy State University Web-page program.

JOB DESCRIPTION

CLERK STENO I SECRETARY AUXILIARY SERVICES

This individual will serve as the secretary for the Director of Auxiliary Services and at times will make decisions in his/her absence. This secretary must be an office manager, being responsible for the efficiency of the office under her jurisdiction and supervising the daily work of several student workers. The person filling this position is specifically responsible for the following:

- 1) Responsible for supervising the office staff. This includes student workers who are responsible for different areas of operation.
- 2) Serves as a receptionist for the Office of Auxiliary Services and Center Services, Inc.
- 3) Must be able to handle routine correspondence without supervisor involvement and to maintain a complete filing system.
- 4) Insure that all data is correctly inputted into the computer and that all reports are maintained and sent to the individuals requesting them.
- 5) Work with the newsletter/marketing person to make sure that monthly deadlines are met.
- 6) Work with the Assistant to the Director on any special projects and other areas that are of concern to a smooth operation of the office.
- 7) Responsible for the handling of money from a variety of sources. These include, but are not limited to , the following:
 - a. Trojan Media Services
 - b. Center Services, Inc.
- 8) Any other duties assigned by the Director.

**ASSISTANT TO THE DIRECTOR
(NOW CALLED--STAFF ACCOUNTANT)
AUXILIARY SERVICES**

TITLE: Staff Accountant

SCOPE: The Staff Accountant to the Director of Auxiliary Services shall be responsible for maintaining accurate and up-to-date financial records. He/she report to the Director while performing duties in his/her area. Other duties shall consist of managing the day-to-day cash requirements of Auxiliary Services and related areas.

QUALIFICATIONS:

Possess a minimum of a Bachelor's Degree with a major in Accounting,

RESPONSIBILITIES:

- 1) Count, record, and deposit all monies from departments within the realm of Auxiliary Services.
- 2) Keep all cash register receipts and records.
- 3) Maintain the complete operation of office procedures for Center Services, Inc., including collection of fees, filing of all cards, update of all account files, and collection of delinquent accounts.
- 4) Maintain accurate and up-to-date financial records for all areas under the Directory of Auxiliary Services.
- 5) Exercise initiative and independent accounting judgment in the application of accounting principles and internal audit procedures to Auxiliary Services activities.
- 6) Possess ability to work independently; to meet deadlines; to communicate effectively; to establish and maintain effective working relationships with administrators, faculty, staff, and other business associates, to perform complex detail work; to prepare and present financial reports; and to use computerized accounting databases.
- 7) Responsible for all aspects of the CSI-ME Program. This shall include: Billing, Collection and Payment.
- 8) Work with Post Office Supervisor on all aspects of Post Office operations.
- 9) Any other duties assigned to him/her by the Director

JOB DESCRIPTION

BOX OFFICE/ID CENTER MANAGER

TITLE: Box Office/ID Center Manager

SCOPE: The Box Office/ID Center Manager shall oversee the complete physical operation of the Box Office/ID Center. He/she shall report to the Coordinator of Marketing/University Store while performing duties in his/her area.

RESPONSIBILITIES:

- 1) To provide for the timely opening and closing of the Box Office/ID Center each business day.
- 2) Make all ID's, and maintain ID information.
- 3) Receive and post Trojan Card deposits.
- 4) Provide UPS service, and collect appropriate fees.
- 5) Make color copies, and collect appropriate fees.
- 6) Sale tickets, and collect appropriate fees.
- 7) Receive/receipt items as a deposit area for "lost and found".
- 8) Oversee student workers and insure that they cover their assigned areas.
- 9) Verify daily sales receipts for the Box Office/ID Center.
- 10) Maintain and keep accurate records pertaining to all aspects of the Box Office/ID Center.
- 11) Any other duties assigned by the Coordinator of Marketing/University Store.

JOB DESCRIPTION

MANAGER, TROJAN OAKS

TITLE: Manager, Trojan Oaks

SCOPE: The manager of Trojan Oaks is responsible for the day to day operations of the golf and tennis courses. He/she shall report to the Director of the Auxiliary Services while performing his/her duties. He/she is responsible for the development and implementation of tournaments and marketing studies to insure that the Trojan Oaks Golf and Tennis facilities are successfully meeting the needs of the University Community.

RESPONSIBILITIES:

- 1) To maintain and handle all aspects of Trojan oaks golf course, practice range and tennis courts. This includes reporting for work one hour before opening and staying until one hour before dark.
- 2) To publicize and promote special tournaments and events.
- 3) To keep accurate and up to date records on file and to make sure reports and money bags are turned in on a daily basis to the Director's Office.
- 4) To schedule and supervise all student workers.
- 5) To act as a marshall of golf course during appropriate times.
- 6) To handle any problems that might arise on the course or at the Pro Shop.
- 7) To work with a marketing and advertising committee composed of students, faculty, and staff as an advisory council.
- 8) Any other duties assigned to him/her by the Director.

JOB DESCRIPTION

POSTAL SUPERVISOR AUXILIARY SERVICES

TITLE: Postal Supervisor

SCOPE: The Postal Supervisor shall perform specialized clerical work in the central campus mail faculty regarding separation, classification, and distribution of mail. As the manager of mail services and the postal facility, a variety of mail processing and customer service duties involving supervision of assistants and student workers will be performed.

RESPONSIBILITIES:

- 1) Maintain a working knowledge of general office practices and procedures as well as that of the methods, equipment, and prescribed distribution scheme used in handling government mail.
- 2) Skill in operation of light automotive vehicles.
- 3) Maintain and operate postal metering machines and other related equipment.
- 4) Lift and move heavy articles.
- 5) Schedule and coordinate work by providing directions and guidance to assistants and student workers in receiving, shipping, sorting, packing, and delivering mail and parcels.
- 6) Compute costs when opening/closing stamp window, reconciling stamps and petty cash, determining postage charges, calculating daily and monthly department charges, and calculating charges for bulk mail.
- 7) Perform clerical work including accounting for mailbox rental, special services, machine rental, and unit operating record as assigned.
- 8) Weigh and classify mail; affix postage by setting proper meter change; record postage used by each department.
- 9) Any other duties assigned by the Director of Auxiliary Services.

JOB DESCRIPTION

POSTAL CLERK AUXILIARY SERVICES

TITLE: Postal Clerk

SCOPE: The Postal Clerk shall perform routine work of moderate complexity and difficulty in the University mailroom. He/she shall sort and classify mail, compute postage rates, distribute incoming/outgoing mail, operate a standard postal meter machine. Work is subject to general supervision and is reviewed by a supervisor.

RESPONSIBILITIES:

- 1) Maintain a working knowledge of office practices and procedures as well as that of the methods and equipment used in handling government mail.
- 2) Maintain and operate postal metering machines and other related equipment.
- 3) Distribute incoming mail to various departments and outgoing mail for dispatch to U.S. Post Office.
- 4) Maintain records of mail as metered; examine balances in meters.
- 5) Tie all mail and insert facing slips; open and dump parcels and sacks.
- 6) Record mail and charges for C.O.D., certified, insured, and registered pieces.
- 7) Assist in receiving, issuing, and charging various departments for general office supplies; take inventory of supplies on hand.
- 8) Check and correct box numbers and forward mail when required.
- 9) Any other duties assigned by the Postal Supervisor.

JOB DESCRIPTION

DISTRIBUTION CLERK AUXILIARY SERVICES

TITLE: Distribution Clerk

SCOPE: The Distribution Clerk shall perform routine work handling and delivering the University mail. He/she shall pick-up, sort, and deliver mail to the U.S. Post Office as well as to campus offices. Work involves operating a light truck and is subject to general supervision and review by a supervisor.

RESPONSIBILITIES:

- 1) Maintain some knowledge of general office practices and procedures as well as that of the methods and equipment used in handling mail.
- 2) Maintain and operate postal metering machines and other related equipment used in handling mail.
- 3) Deliver outgoing mail to the downtown U.S. Post Office and pick up incoming mail.
- 4) Deliver mail to the various campus offices.
- 5) Check oil, water, and air and tires and refuel the mail truck.
- 6) Tie all mail and insert facing slips; open and dump parcels and sacks.
- 7) Any other duties assigned by the Postal Supervisor.

JOB DESCRIPTION

VALUEPORT AND COPY MACHINE TECHNICIAN

TITLE: ValuePort and Copy Machine Technician

SCOPE: ValuePort and Copy Machine Technician are responsible for working with the Director on maintaining valueports located on/off campus, as well as copier machines.

RESPONSIBILITIES:

- 1) Remove the money from the valueport machines on a daily basis, and make sure machines are full of supplies.
- 2) Count and balance the money from valueports.
- 3) Make sure that all the copy machines on campus that operate with the Trojan Card have paper.
- 4) Provide supplies for the off Campus Trojan Card locations.
- 5) Take deposits to the Business Office if needed.
- 6) Make sure washers/dryer in dorms function properly.
- 7) Any other duties as assigned by the Director of Auxiliary Services.

THE CODE OF QUALITY SERVICE

1. Greet the customer immediately. Make immediate eye contact with the customer as soon as he or she approaches you. An immediate greeting only takes a second, but it puts the customer at ease and makes him or her feel important and welcome.
2. Give the customer your undivided attention. Let the customer know that his or her situation is your first priority. Specifically, do not indulge in conversation with someone else, talk on the phone, or work on something else while you are talking with the customer. Do not try to handle two customers at once.
3. Make the first 30 seconds count. The first 30 seconds of any transaction should belong to the customer, not to you. Here you have a chance to win the customer's confidence by showing that you can listen accurately and understand and appreciate his or her needs.
4. Be natural, not phony or mechanical. Be a real person, and do not give the customer your "standard" routine or mechanical answers to his or her questions. Try to show some originality as you work with each person. Talk to each customer like you would talk to your best friend.
5. Be energetic and cordial. Approach each contact with each customer as a new event, with a new sense of energy and enthusiasm. Make your voice lively and well modulated. Do not allow yourself to become cold or apathetic.
6. Be the customer's "Agent". There is nothing quite so frustrating for the customer as getting sent from one department to another or getting brush-off from someone who should be trying to help. Tell the customer that if you can't help them, you will find out who can.
7. Think! Use your common sense. If the answer to your customer's problem isn't "in the manual", stop and think things over. Ask your co-workers for their advice or ideas. Let the customer see that you are putting forth a real effort to solve the problem. This will build goodwill toward you as well as Troy University.
8. Give the customer the benefit of the doubt. If you have to deal with an unusual situation that does not fall into the normal way of doing things, do not assume that the rulebook always applies. If you are in doubt, by all means check with your supervisor about a new way to solve the customer's problem.
9. Make the last 30 seconds count as well. The last impression, with which the customer leaves, is just as important as the first impression. Use the last half-minute to conclude the transaction and try to make sure the customer is pleased. Let the customer know you appreciate his or her business. Do everything possible to add value for the customer.

10. Stay “UP”. Take care of yourself! How you feel can have a big impact on the way you treat others. You can take care of your customers by taking good care of yourself. Maintain your health by eating properly, exercising regularly, and resting enough. Try to maintain good posture while at work. When you are feeling good, you transmit that energy and optimism to your co-workers as well as to your customers.

GENERAL GUIDELINES

Dress Code:

- 1) Each area of operation will have a different dress code. The following are general guidelines as specific guidelines have been set in each area of operation.
- 2) All personnel, when on duty, must present a pleasant, neat, and clean appearance.
- 3) All worker's clothing must be neat, clean, and free of holes, patches, excessive fading, etc.
- 4) All worker's who wears shorts must wear them at a decent length (No short shorts or skirts). Fashion is not an excuse. In some working areas, shorts may not be allowed.
- 5) Troy t-Shirts may be worn. It is recommended that t-Shirts promoting other colleges and universities not be worn. Tank top shirts or plain white T-Shirts will not be allowed for men or women.
- 6) When working indoors, caps are not allowed.
- 7) Workers not adhering to the dress code may be sent home.

Student Scheduling:

- 1) Student workers will be assigned hours each semester.
- 2) After students have pre-registered for the next semester, he/she will fill out student information and availability forms. Workers may pick up these forms in the Director's Office.

Lateness/Absenteeism:

- 1) All workers are expected to be on time for all shifts. Workers who are late will receive a written reprimand; if lateness continues, it could lead to dismissal of his/her job.
- 2) Workers who are absent from work without the approval of the Director will receive a written reprimand and a copy of the reprimand will be sent to the Human Resources Office.
- 3) Work shifts begin and end at a 5 minutes till the hour. Workers MUST make every effort to be on time so that the worker he/she is replacing can go to class.

Request for Time Off:

- 1) All workers requesting time off from their schedule should have it approved by the Director at least 24 hours in advance.
- 3) Workers who unable to work due to emergency situations must contact the Director.
- 4) Time off request forms may be picked up in the Director's office.

Conflict with Work During Final Exams:

- 1) Student workers are responsible for their work schedules during final exams.
- 2) If work schedule conflicts with a final exam, the student is responsible for finding a replacement.
- 3) Time off request forms must be completed and approved by the Director or the Assistant to the Director in advance.
- 4) If unable to find someone to work during a final exam, the student must notify the Director or the Assistant to the Director 2 days before the exam.

Disciplinary Action:

When policies set forth by the Director's office have been violated, the following procedures for disciplinary action will be followed.

- 1) First offense will be a verbal reprimand with a notice place in the worker's file.
- 2) Second offense will be a written notice posted in the worker's file and a copy will be sent to Human Resources.
- 3) Third offense will call for a dismissal letter. A copy will be sent to Human Resources.

Miscellaneous:

- 1) The telephone is for business use only. No personal calls allowed by anyone.
2. Lost and Found is located in the Campus Security Office. Any worker finding keys, wallets, etc. should report it to his/her area manager.
- 3) Any keys assigned to student workers must be turned in at the end of each semester.
- 4) Student workers are not allowed to study while on duty if there is work pending.
- 5) No visitors or friends are allowed to congregate around the counters or desks.
- 6) DO NOT allow anyone behind any of the desks or the counters; workers only.
- 7) NO SMOKING ALLOWED IN Troy University facilities.

TROY UNIVERSITY

I.D. CARD PROCEDURES & POLICIES

TYPES OF CARDS

Troy University Student

Troy University Faculty/Staff member

Troy University Recreational Facility Card

Natatorium, Golf Course, Recreation Center, Outdoor Pool, Recreation Room

Trojan Card Only

Library Vending Card

Library Patron Card

Conference Card

Upward Bound, Summer Groups

Department Vending Cards

PROCEDURES & POLICIES FOR I.D CARDS

Troy University Student (Plan #'s: 1, 2, 3, 4, 5, 10)

Card Stock to be used: AT&T

Cards are to be made only for those students who can prove that they are officially enrolled students. No one is to have a card made if they don't have a receipt from the Business Office indicating tuition payment has been made. If a student is already in the DataCard database, he/she must pay \$15.00 for a new card. This card is to be encoded with the correct subcode.

If a student says that this is his/her first I.D. card, but you find his/her name in the database, inform him/her that one card has already been made according to our system. New students must pick up I.D. cards before the fourth week of the semester (page 20, TSU Oracle) to keep from paying the \$15.00 fee.

1. Find out if student is new or is getting a replacement I.D. card. If new, make one at no charge. If replacement, a \$15.00 fee must be paid at this time. If card is not in working condition, replacement card is free.
2. At the system main menu, select production (single) and then select student. Proceed to enter I.D. cards in the following manner.
3. LAST NAME, FIRST NAME DOE, JANE
SSN 111-11-1111
TAKE PICTURE
EYES **(HAZEL, BLUE, BROWN,
GREEN, BLACK)**
HAIR **(BROWN, BLACK, BLONDE,
RED, OTHER)**
SEX (M) OR (F)
RACE **(AA) AFRICAN AMERICAN
(CAU) CAUCASIAN
(HSP) HISPANIC
(OTHER)**
DATE **00-00-99** MONTH, DAY, YEAR

Troy University Faculty/Staff Member (Plan 6)

Card Stock to be used: AT&T

All faculty/staff members are entitled to one free I.D. Card. If they need a replacement card, they must pay the \$15.00 replacement fee. All new staff members must show some sort of paperwork indicating that they are new faculty/staff members. If there are any questions concerning their status, please call Judy Ray (Personnel Office @ 3127) to verify employment. Money for Trojan Card may be added to this card.

Trojan Card Only (Plan 99)

Card Stock to be used: Non AT&T

This card is intended to allow non TSU affiliated people access to the Trojan Card program. If a person wishes to sign up for a Trojan Card and he/she already has any other type of card, then he/she does not need to have a new card made. Just add the money to his/her account. Please check to verify that he/she is not on the system. Add these individuals to the system using Plan 99. If already on some other plan, do not change them to Trojan Card plan.

Library Vending Card **(Plan 98)**

Card Stock to be used: Blank Back

These cards will be requested by **Ron Pierce** as needed. Please be sure to keep up with the last number printed on the card. Sequence of numbers will be 40000xxxx01. Do not add these cards to the system. This will be done in the Auxiliary Services Offices.

Library Patron Card **(Plan 97)**

Card Stock to be used: Non AT&T

These cards are to be printed only for those people who are going to use the Library and have paid the \$35.00 patron fee to the Library. Individuals signing up for this program will bring an approved form from the library to the Box Office indication approval to get a card. Once you have made the card, please add them to the **CBORD** system by using Plan 97. Send copy of application upstairs so the biographical information can be added. Money for Trojan Card use can be added to this card.

Conference Card **(VARIOUS)**

Card Stock to be used: Blank Back

Upward Bound, Summer Groups

These cards will be requested by **Ron Pierce** as needed. Please be sure to keep up with the last number printed on the card. Sequence of numbers will be 00000xxxx01. Do not add these cards to the system. This will be done in the Auxiliary Services Office.

DEPARTMENTAL VENDING CARDS **(Plan 96)**

Card Stock to be used: Blank Back

These cards are to be printed only for those departments who are going to use Library Vending Machines and have brought a signed Transfer Invoice. Once you have made the card, please add them to the **CBORD** system by using Plan 96. Send copy of Transfer invoice upstairs so that biological information can be added.

TROJAN OAKS GOLF COURSE
Standard Operating Procedure

OPENING PROCEDURES:

- 1) Insure carts and gates have been put out by student worker.
- 2) Retrieve money from Auxiliary Services and insure that one hundred and twenty five dollars is on hand for the opening for Pro-Shop. Money should be counted and placed in register and rung up under key of 9 on register.
- 3) Retrieve water cooler(s) and fill with ice from Adams Center. Fill with water and return to course.
- 4) Make sure all supplies needed for upcoming day are on hand.
- 5) Insure heating and cooling units are properly adjusted, all lights are on, trash cans are empty, and toilet supplies are ample for opening of day.
- 6) Make yourself aware of which student workers will be working and what time they are to arrive and leave.

CLOSING PROCEDURES:

- 1) "Z" out register and count money. Fill out total sheet and return money to Auxiliary Services.
- 2) Make sure all lights are off, heating/cooling units are properly adjusted and safe, office, storage room, and all outside doors are locked.
- 3) Make sure cart man has arrived to return all carts to storage and locked all gates.

STUDENT WORKER DUTIES:

- 1) Run register; take green fees and cart fees from customers and ring up other purchases and scan all members.
- 2) Keep merchandise stocked.
- 3) Keep watch over carts and course. Make sure no one is playing without authorization or using a cart without authorization.
- 4) Take all calls and relay messages.
- 5) Police immediate area of trash and debris.

CART PROCEDURES:

- 1) Carts should be out 30 minutes before course opens.
Weekdays: 9:30am; Weekends: 7:30 am
- 2) Gates should be opened immediately after carts are out.
- 3) On weekdays, 12 carts should be put on; on weekends, 20 carts.
- 4) All carts used should be cleaned of trash and washed daily.
- 5) Fuel tanks should be checked daily and filled if less than half full.
- 6) Carts will not be rented for 18 holes after 3 hours before dark or for 9 holes after 11/2 hours before dark.
- 7) NO carts will be rented out to anyone under 16 years of age; valid driver's license must be presented. Person(s) wishing to rent carts must sign lease agreement with course in which all undersigned must be followed.
- 8) Cart man should arrive before Pro Shop manager leaves and should have carts up by 1 hour after dark; all gates should be locked there after.
- 9) Put flags out on course and replace any missing tee markers.

RULES OF PLAY:

- 1) All players must register in Pro Shop before playing. Play begins at No. 1 tee unless otherwise specified by Pro Shop.
- 2) USGA rules govern all play.
- 3) Repair ball marks on greens and rake sand traps.
- 4) Keep carts on cart paths at least 30 feet from greens and tees.
- 5) Faster players must be permitted to play through.
- 6) Shirt must be worn at all times!!! NO TANK TOPS!!!
- 7) Put trash in containers provided.
- 8) Only golf and tennis shoes allowed on course.
- 9) No fivesomes without permission from Pro Shop.

POST OFFICE PROCEDURES

Student Worker Duties:

- 1) Answer phones and take messages.
- 2) Assist postal customers at front window with the purchase of stamps, claim of packages, and rental of boxes.
- 3) Sort mail
- 4) Any other duties assigned by the Post Office Supervisor

Office Policies:

- 1) Answer the phone in the following manner: "Good morning/Good afternoon, Post Office; may I help you?"
- 2) No smoking in the office.
- 3) Do not encourage friends to stop by for lengthy conversations.
- 4) Be prompt in offering assistance.
- 5) NEVER turn your back on the cash drawer when assisting a customer.
- 6) Non-payment of box renewal rental fees leading to box expiration will result in holding of mail until rental fee is paid.
- 7) Keep doors closed at all times.

Dress Code:

- 1) Must wear name badge while on duty.
- 2) Must present a pleasant, neat, and clean appearance.
- 3) Clothing must be neat, clean, and free of holes, patches, excessive fading, etc.
- 4) Any shorts and skirts worn must be of decent length (no short shorts or skirts).
- 5) If T-shirts are worn, they must be Troy State T-Shirts. No T-shirts promoting other colleges and universities may be worn. Tank top shirts or plain white T-Shirts will not be allowed.
- 6) No caps allowed.
- 7) Student workers not adhering to this dress code will be sent home.