

**Madonna University**  
**Job Description**

**Job Title:** Business Operations Director  
**Department:** Business Office  
**Reports To:** AVP / Controller  
**Level:** 8  
**Prepared Date:** April 2026

**SUMMARY**

This position is responsible for providing operational support on day-to-day purchases, supplier diversity, Jenzabar system maintenance, organizational compliance, and special projects. Serves as the primary liaison between Purchasing, Accounts Payable, Information Technology (IT), Human Resources (HR) and other departments as necessary. Also acts as primary point of contact for all campus copy and mail room services and receiving, providing customer service and assistance to faculty, staff, and students.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Serves as the purchasing expert to university departments, provides guidance on ensuring best practices are implemented to appropriately steward University resources.
2. Leads various reporting projects and provides financial and other relevant information for programs including but not limited to; HELP (Haiti Education & Leadership Program), Athletic Reporting, Integrated Postsecondary Education Data System (IPEDS), Higher Learning Commission (HLC), Fiscal Operations Report and Application to Participate (FISAP), Orbis Nursing Program, Library.
3. Assists with the design of purchasing policies and procedures, standardized communications, forms and documents and the design and development of a digital purchasing and procurement procedure.
4. Conducts price and cost analyses to ensure fair and reasonable pricing if requested.
5. Tracks and processes/invoices commissions for vendors and contractors including independent and foreign contractors.
6. Manages, the account receivables and payables for electronic refund disbursements with the assistance Student Accounts staff as needed.
7. Works with IT on various projects across campus as needed.
8. May work in conjunction with Human Resources, Payroll, and Financial Aid offices as needed to complete various tasks related to payroll processing, student financial aid refunds, posting of student financial aid and other shared projects.
9. Manages and evaluates the daily operations of copy and mail services and receiving functions, ensuring high standards of quality, operational efficiency, and service delivery. Provides ongoing coaching, performance feedback, and direction to staff to drive continuous improvement and maintain accountability.
10. Assists with additional Business Office responsibilities related to financial reporting, accounts payable, reconciliations and policy creation/updates as necessary.
11. Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring and training; planning, assigning and directing work of employees and/or student workers; addressing complaints and resolving problems.

**MADONNA UNIVERSITY RESERVES THE RIGHT TO ASSIGN OR REASSIGN DUTIES AND  
RESPONSIBILITIES TO THIS JOB AT ANY TIME**

**QUALIFICATIONS**

The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Must have a valid driver's license and a commercially insurable driving record.

**EDUCATION AND EXPERIENCE**

Bachelor's degree in Business Administration, Accounting or related field. Minimum four years' experience working in a business environment with direct experience in accounting strongly preferred. Some knowledge of purchasing, information technology, copy and mail services. Experience with customer service. Demonstrated organizational and planning skills; ability to organize and supervise the work of others. General understanding of higher education services and operations a plus.

**MANAGERIAL SKILLS**

Essential managerial skills include directing (organizing, energizing, and supervising), negotiating, planning and problem solving, facilitating the work of others, clarifying goals and objectives, obtaining and giving feedback, delegating, team building, effectively communicating, evaluating, and initiating change. Ability to define problems, collect data, establish facts, and draw valid conclusions in an extensive variety of situations.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, use whole numbers, fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

**Supervisor Approval** \_\_\_\_\_ **Date** \_\_\_\_\_ **HR Approval** \_\_\_\_\_ **Date** \_\_\_\_\_  
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