

Executive Director
K-State Student Union

Department: Director's Office

Status: Unclassified; Full time; Exempt

Work schedule: Monday – Friday, 8 a.m. – 5 p.m.

Pay grade: 15A

Reports to: Associate Vice President / Kansas State University Dept. of Housing and Dining

Supervisory responsibility: Yes

Position number: W0012193

Essential status: **Weather:** No **Other:** Yes

SUMMARY OF POSITION

Responsible to provide leadership and strategic direction to the K-State Student Union in order to ensure services, programs, leadership experiences, and educational opportunities that foster a sense of well-being and belonging in an inclusive campus community. This position is a visionary leader, instrumental in orchestrating a high-quality and outstanding student experience.

KEY FUNCTIONS

Leadership-Specific

45%: Create, update, and administer the Union's strategic plan; conduct regular assessment activities and oversee the long-term direction and ongoing vision of the Union. Serve as the key management leader, responsible to the Union Governing Board (UGB) and Union Corporation Board (UCB) for the overall strategic management of the Union. Serve as advisor to UGB and UCB on all aspects of the Union's activities and interests and collaborate to achieve desired outcomes. Identify, assess, and inform the UCB and UGB of internal and external opportunities and challenges that impact the Union, by working directly with students, staff, and stakeholders to determine primary needs and long-term direction of the Union's operations.

Interpret and incorporate university and Kansas Board of Regents policies. Implement and manage organizational development strategies and processes for the Union's business services, human resources, student programs, building reservations, ID Center, marketing, custodial, maintenance, information technology, passports, bowling center, retail food service, catering, and engraving functions. Communicate with stakeholders regarding the work of the Union and to identify opportunities and challenges to the student community. Engage in dialogue with students, encouraging learning outcome development through assessment and evaluate decisions through a student development lens. Oversee student-centered cultural, recreational, and educational programs through partnerships with Union Program Council (UPC), registered student organizations, university departments, and affiliated stakeholders.

Promote the image of the Union and university to stakeholders, community partners, and other institutions. Direct, manage and encourage a team of approximately 150-200 staff, to include unclassified, Union support staff (USS), student/part-time employees. Coordinate the efforts of multiple staff and departments for the execution of the Union's mission. Contribute intentionally to the development of team culture and engagement. Plan, foster, examine, analyze and evaluate Union operations, personnel issues, and coaching/mentoring of staff.

Establish and maintain collaborative efforts with affiliate retail units and the community to provide customer-centric experiences within the Union. Evaluate strategies and programs to measure the achievements of established goals and provide consultative services to affiliated stakeholders. Ensure Union and affiliate programs and services reflect diversity, equity, inclusion, and belonging for the campus

community. Maintain pulse of higher education multi-use facilities, including fiscal considerations, daily operations, event space reservations, facilities management, and student programming.

Fiscal Management-Specific

45%: Ensure fiscal responsibility and accountability through coordination, preparation, implementation, and management of the Union's annual budget of approximately \$4 million. Forecast budget scenarios based on various fiscal assumptions and trends. Advocate and secure adequate funding for the effective operation of the Union. Present accurate and timely financial-related reports to stakeholders.

Oversee funding proposals, business contracts, and agreements that ensure Union success. Procure, negotiate, approve, and administer business contract and agreement terms. Seek innovative revenue-generating opportunities to expand services that align with the Union's mission. Manage financial control of the facility, to include deferred maintenance, construction, remodeling, and renovation projects.

Represent the Union to external stakeholders as well as institutional partners, and professional and student associations and committees.

Departmental Operations

10%: Hire, train, supervise, and assess performance of direct reports, to include leadership staff. Research, analyze, and report on special projects. Serve as the head of Union's leadership team as well as internal and external committees, to include the Student Life Division Council. Maintain professional association membership and involvement. Remain current and competent by developing professional contacts with colleagues and seeking out professional development opportunities. Perform other duties as assigned and instructed.

KEY COMPETENCIES

Business insight – Understanding of the business and marketplace to advance organizational goals

Customer-centric – Focus to deliver customer-based outcomes and solutions

Financial understanding – Knowledge of the department's and/or Unions financials

Complex decision management – Identifying, analyzing, and interpreting complex situations to determine best course of action

Balances stakeholders – Prioritizing stakeholder commitments and expectations

Strategic mindset – Planning for the future and devising multiple strategies to move the Union forward

Action oriented – Taking focused action to execute commitments

Directs work – Providing instruction, guidance, and delegation for task execution

Ensures accountability – Reliability in meeting commitments of self and others

Drives results – Consistently identifying and understanding issues, making decisions and acting

Collaborates – Working with others to meet shared goals

Values differences – Valuing and embracing different perspectives

Communicates effectively – Ensuring ideas and concepts are clearly conveyed and understood

Instills trust – Honest, ethical, fair, and reliable

Manages ambiguity – Effectively copes with change, risk, and uncertainty; making decisions and acting

QUALIFICATION REQUIREMENTS

Education – Minimum

- Bachelor's degree from an accredited institution and twelve or more years of demonstrated experience; or
- Master's degree from an accredited institution and eight or more years of demonstrated experience; or
- Doctoral degree from an accredited institution and four or more years of demonstrated experience.

Education – Preferred

- Master’s or doctoral degree from an accredited institution with an educational emphasis in higher education administration, student development, student affairs, or business administration.

Experience – Minimum Demonstrated

- Demonstrated progressively responsible student union leadership or management roles in a large campus environment;
- Understanding of national best practices for a multi-use facility in a university setting, including fiscal considerations, daily operations, reservations, facilities management, policies and procedures, and programs;
- Strategic planning experience in a student union environment;
- Involvement and leadership in professional associations;
- Direct experience with learning outcome development and assessment;
- Exceptional communication and presentation skills;
- Knowledge of student development theory and/or adult learning, including insight into today’s students and developmental needs of students;
- Capital planning and management experience;
- Budget creation and fiscal management;
- Demonstrated progressive experience in contract negotiation and management;
- Non-profit experience;
- Ability to work cross-functionally and with a wide variety of projects and competing deadlines;
- Supervisory responsibility.

Experience – Preferred Demonstrated

- Experience supporting student development in a higher education setting.
- Understanding of the culture that exists on a large, academically-focused institution of higher education.
- Proficiency in organizational and talent development principles to build strong, well-structured, and high-functioning internal teams.
- Experience utilizing and implementing student development theories and practices, including staying abreast of the changing role of the student union and/or student life in higher education.
- Experience working with a student government system, including varied student affinity organizations, and student governing boards.
- Experience overseeing large capital projects, renovations, and general construction of a public facility.
- Demonstrated commitment to sustainability.

Skills and Abilities

Work in a general office environment. Remain seated/stand in a stationary position 65% of shift. Finger dexterity/movement for typing, picking up small objects and utilizing varying equipment. Hearing for average or normal conversations and to receive information. Sight to view computer, documents, and general office machinery. Verbal and written communication to present, convey and exchange information and ideas accurately and quickly. Move, transport and position equipment weighing up to 10 pounds. Ability to attend evening and/or weekend activities. There are no hazardous or significantly unpleasant physical conditions. The twenty-four hour a day scope of Union operations requires this position to be available evenings, nights, and weekends to respond to issues as necessary. Reasonable

accommodations may be made to enable individuals with disabilities to perform the key functions of this position.

POSITION(S) SUPERVISED

Director/Building Operations – Full time, leadership position

Director/Human Resources and Business Management – Full time, leadership position

Director/Student Programs and Involvement – Full time, leadership position

Assistant Director/Marketing – Full time, leadership position

Executive Assistant – Full time position

Employee name: (Printed name)

Employee signature:

Date: