

# Sam Houston State University Human Resources

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## Staff Classification Description – Chief Experience Officer

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**Skill Category:** Executive/Administrative

**Position (Employee) Class:**

**Grade:** NC

**Date:** 07/2023

**Department:** Office of the Provost

**Educational & Experience Requirement:** Master's degree with a minimum of five years of demonstrated work experience and expertise in a higher education leadership role. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

**Nature & Purpose of Position:** Creates a positive and cohesive environment within the institution, where all members of the campus community understand their role in achieving the organization's goals and priorities. Works to ensure that the institution's values and day-to-day practices are in line with its overarching vision and mission. Plans strategies and devises policies to help SHSU create positive student experiences and cultivate a student-centric culture.

**Supervision Given & Received:** Reports directly to the Provost. Works independently to supervise assigned staff and carries out duties and responsibilities with minimum direction.

### Primary Responsibilities:

#### Strategy and Vision

- Provides vision, leadership and direction to guide and coordinate SHSU's institutional outreach and strategic engagement efforts; consulting regularly with university students, faculty, staff and administration to achieve organizational goals.
- Serves on the University's Strategic Plan Leadership Team.
- Chairs the University Climate and Culture Advisory Board.
- Educates constituents within and outside the campus regarding the importance and advantages of an institutional culture that values and supports each member of the community.
- Collaborates with division/college-level teams to improve student success and eliminate opportunity and achievement gaps in retention, graduation, and completion.
- Collaborates with senior leaders, deans, directors, chairs, and faculty to ensure SHSU's core values are reflected efficiently.

#### Programmatic Leadership

- Provides programmatic vision, leadership and coordination for university wide outreach, engagement and servingness/belonging programming and initiatives.
- Collaborates with other divisions of the university to develop and deliver programs that build capacity and equip the campus community to have open dialogue about difficult topics and foster a welcoming and empowering environment where individuals feel valued and included.
- Provides leadership to the assessment of institutional climate using data to drive changes that support a positive experience and environment for students.

#### Operational Leadership

- Seeks Hispanic Serving Institution / Minority Serving Institution related funding through federal sources with the assistance of the university's Office of Research and Sponsored Programs.
- Assesses and communicates to the campus community progress made by the institution in engagement, servingness and belonging.

#### Collaboration and Outreach

- Collaborates with campus partners to increase academic achievement, retention and graduation rates of all students.
- Supports university leaders and hiring supervisors at all levels regarding efforts to recruit and retain faculty, staff and students from a broad range of backgrounds.
- Establishes partnerships that help SHSU achieve and sustain a faculty, staff and student body from various backgrounds perspectives and experiences.
- Provides tools and strategies to the SHSU community to solve complex issues and improve overall satisfaction.

Performs other related duties as assigned.

**Other Specifications:** Works closely with students, faculty, staff, and administrators. Position requires in-depth knowledge and experience regarding the culture of higher education, to include shared governance, tenure and promotion, multiple

goals of varied units, and the unique needs of students, faculty, staff, and administrators. Position requires professionalism, excellent interpersonal skills, written and verbal communication skills, quantitative reasoning skills, solid visioning skills, organization, and the ability to: collaborate, build consensus, work through competing interests, and find mutually agreeable solutions; coordinate, facilitate, and chair meetings for the purpose of resolving differences and working towards institutional goals; and understand and articulate institutional and national trends and best practices.

This position is designated as a Campus Security Authority (CSA).

**This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.**

**Sam Houston State University is an at will employer and drug free/smoke free workplace. All positions at Sam Houston State University are considered security sensitive requiring background checks in accordance with education code 51.215, and drug testing as required by D.O.T. for safety sensitive positions. The pay grade range is inclusive of social security benefit replacement pay.**

**Sam Houston State University is Committed to Equal Opportunity in Employment and Education.**