

Sam Houston State University Human Resources

Staff Classification Description – Executive Director of Hospitality and Auxiliary Services

Skill Category: Executive/Administrative

Position (Employee) Class: 1M180 (E1)

Grade: NC

Date: 06/2023

Department: Division of Finance and Operations

Educational & Experience Requirement: Bachelor's degree in a related field. Seven years of experience in higher education finance and management or a related field and demonstrating progressive leadership. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Performs complex and highly advanced work assisting in the direction and guidance of strategic operations and planning for auxiliary, hospitality-focused, and other services.

Supervision Given & Received: Supervises assigned exempt and non-exempt staff. Determines work methods or approaches with broad direction and supervision from the Chief Financial Officer and Senior Vice President for Operations.

Primary Responsibilities: Provides oversight and contract management for all auxiliary and hospitality-focused services, to include campus dining services, SHSU Bookstore, Bearkat Course, University Hotel, and campus-wide event logistical planning, as well as the business functions contained within those areas, such as Bearkat Bundle and other services. Collaborates with University leaders to align departmental operations and systems with the University's functional and strategic needs. Collaborates to develop, establish, and communicate strategic planning including revenue generation, cost containment, and customer service goals. Acts as a liaison between administrative offices, colleges, and departments and the services offered, from both internal and third-party providers. Ensures compliance with applicable state and federal laws, University policy, and divisional directives. Researches and analyzes options while making data-driven decisions and recommendations. Dives deep into the data and systems to evaluate and improve processes and controls. Receives inquiries and responds with discretion to questions and requests of a complex and/or confidential nature. Develops activities, policies, procedures, and a departmental culture that facilitates, promotes, and sustains collaboration with the University community. Oversees financial responsibility and marketing strategies for assigned services, projects, departments, and auxiliaries. Responsible for developing goals and performance measures for each area of responsibility. Responsible for departmental budget planning, justification, documentation, and control. Serves on committees as requested. Performs other related duties as assigned.

Other Specifications: Provides leadership and oversight of all functions in the provided services. Exhibits a high level of professionalism, executive ability, and a keen understanding of protocol. Organizes work effectively, conceptualizes and prioritizes objectives, while exercising independent judgment. Skilled in the development of policies and operational procedures. Skilled in directing multiple tasks, setting priorities, and organizing operations. Possess the ability to provide financial and administrative guidance within areas of responsibility and direct training and supervision of staff and partners. Ability to establish and maintain effective work relationships with administration, faculty, staff, and the public. Ability to foster a culture focused on customer service, including gathering feedback, providing analysis, and designing and implementing improvements. Demonstrates strong written, oral, and presentation skills adaptable to the given audience. Ability to work under considerable pressure, adjust to constant change, coordinate the work of others, and manage competing deadlines. Frequent interaction with University administration to assist with projects and strategic planning. Interprets, negotiates, and manages contractual relations and applies complex directives, policies, regulations, statutes, procedures, and/or written guidelines related to the overall organization. Must possess excellent complex reasoning skills and judgment. This position may be 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.

