

CORE QUALIFICATIONS

- ✓ Proven manager and administrator of a student union building at an institution of higher education
- ✓ Extensive experience with hiring, training, and developing student and professional staff members
- ✓ Budget development, allocation, and management experience
- ✓ Dedicated to providing student-centered services and a commitment to meeting the needs of today's student
- ✓ Knowledge of and experience with building renovation and construction projects
- ✓ Commitment to a team approach, empowering staff to make decisions and exercise their autonomy for maximum growth, learning, and development
- ✓ Dedicated to working collaboratively with colleagues to achieve maximum results
- ✓ Experienced in areas such as leadership training, event planning and management, and supervision of both student and professional staff
- ✓ Extensive risk management experience

PROFESSIONAL EXPERIENCE

Director, Lowman Student Center (LSC)

Sam Houston State University, Huntsville TX

- Daily administration and oversight with the daily operation of the Lowman Student Center, a 125,000 square foot student union with an 8,500 sq/ft multiple purpose room/ballroom and 12,000 sq/ft of meeting spaces that support more than 8,000 reservations annually
- Budget development and management for the Lowman Student Center (4.3 million dollars annually), including capital improvements, O&M, repair and replacement, and payroll.
- Increased the LSC professional staff by 30% and reorganized the overall staff structure to increase department efficiency, increase customer service, and improve the overall LSC operation
- Responsible for the development and oversight of a student training and development program
- Supervise a staff of 15 full time employees, 1 Associate Director, 3 Assistant Directors, an Events Coordinator, an Evening Events Services Coordinator, and 7 housekeeping staff members.
- Provide oversight for the 42.9 million dollar expansion of the Lowman Student Center project. Served as primary advocate for students during the design and construction project. Provided oversight from design and development onward, including the overall project management, consultation of design elements of the building including technological advancements, review of construction documents, and liaison with general contractors and architects

Director, Lane University Center (LUC)

Frostburg State University, Frostburg MD (May 2008 – June 2016)

- Daily administration and oversight with the daily operation of the Lane University Center, a 75,000 square foot student union with an 7,500 sq/ft multiple purpose room/ballroom and 8,000 sq/ft of meeting spaces that support more than 5,000 reservations annually
- Increased reservations by 70% from 2009 to 2014 (3,200 reservations annually to 5,600 reservations annually)
- Responsible for the development and overall management of an award winning (ACUI 2014 Excellence in Student Training Programs) student training and development program, featuring a year-long commitment to skill development, relationship building, trips to observe operations at other institutions and intentional opportunities for reflection and the reinforcement of learning.
- Increased the Lane University Center professional staff by 30% and converted an administrative position to an Events Coordinator to increase department efficiency, increase customer service, and improve the overall Lane Center operation
- Supervise a staff of 5 full time employees, an Assistant Director, Events Coordinator, Technical/Event Services Coordinator, Multimedia Technician, and Information Desk manager.

- Provide direct supervision of 5 student managers who provide building management and supervision in the absence of professional staff members. Overall responsibilities of student managers include supervision and management of the facility and operation, supervision of student staff, oversight of our staff development initiative, and enforcement of policy and procedure.
- Transformed the Lane University Center technical operation from an isolated crew of 4 students into an expansive centralized technical services team of 20 that regularly supports student programming, touring productions (Cultural Events Series), conferences, weddings, and an array of other major University events.
- Primary university contact from the Division of Student Affairs for the renovation, expansion, and construction of a 21 million dollar project completed in 2011. Served as primary advocate for students during the construction project. Provided oversight from design and development through facility opening, including the overall project management, consultation of design elements of the building including technological advancements, review of construction documents, and liaison with general contractors and architects
- Provide logistical support, program design, and guidance for major university events including Freshmen Convocation, Homecoming weekend, Family Weekend, President's Convocation, Leadership Awards, University Galas, and other special events.
- Developed collaborative partnerships and coordinated university departments and external vendors for facility and event operations, including Physical Plant (Maintenance, Carpentry and Electricians), University Police, Housekeeping, Catering, and CSC security (contracted security firm).
- Manage the Lane University Center budget (\$125,000 annually), including fund allocation, advocating for additional resources, processing and collecting commodities bills for services rendered, and general oversight.
- Developed and implemented a new fee structure and associated commodities form for services offered through the Lane University Center, including but not limited to installed audio/visual technology, space utilization and setup fees, and portable audio and lighting systems.
- Increased billable commodities revenue for operational services by 1000% from fiscal year 2010 to fiscal year 2014 (\$10,000 annually to \$112,000 annually) by expanding the quality and quantity of services offered by the facility/operation.
- Initiated formal bi-annual performance evaluations for all student employees that utilized verbal and written feedback to express opportunities for growth and development as well as an opportunity to recognize achievements
- Lead author and organizer of the development and revision to the student employment policy at Frostburg State University in an effort to resolve issues surrounding the limitations and challenges of student labor
- Fostered a positive relationship with the Student Activities office, developing a spirit of collaboration and support which has improved student programming and student life on campus
- One of the founding members of the major Late Night programming initiative at Frostburg State University in 2012 that focuses on transforming the student center and engages students. Particular attention is given to transforming the atmosphere. Late @ Lane has generated extensive student interest, attracting nearly 1,200 students per event (Nearly 25% of the student body at each event)
- Serve as the primary risk management contact for our department. Duties include serving as the liaison with CSC (contracted security firm) and campus police, coordinating the training of emergency evacuation plans for fire emergencies, active shooters, and bomb threats. Expanded student and staff training to include CPR and First Aid certification as well as crowd manager training. Worked with Vice President's office on our crisis response team and assisted in planning a campus wide response to emergency situations
- Chair the Risk Management Committee that meets weekly to review and assess the policies and practices associated with Risk Management Events (e.g. student dances)
- Advised a national Panhellenic sorority for 4 years (Delta Zeta) and currently advise an Interfraternity Council fraternity (Pi Lambda Phi).
- Partner with the Office of Leadership and Experiential Learning, serving as a facilitator for a freshmen leadership retreat each fall for 80 first year students, serving on the selection committee for our President's Leadership Circle, and assisting in the planning of the annual campus wide leadership awards banquet.
- Committee work on campus includes Facilities Task Force (Chair), Welcome Week Committee (Chair), various search committees, Risk Management Committee (Chair), Facility Reservation Committee, Late Night Task Force (Co-chair), Homecoming Committee, Leadership Steering Committee.

Assistant Director of Production Services, Cultural Events Series (CES)

Frostburg State University, Frostburg MD (August 2004 – May 2008)

- Coordinated, executed, and managed events incorporating nationally recognized performers and presenters in all aspects of contract rider negotiations, artist hospitality, front of house/guest relations, venue and artist security, technical services and merchandising.

- Responsible for the recruitment, hiring, training and supervision of students employed with the CES production team: Artist Relations, Technical Services, General Production, Front of House, and Production Interns.
- Senior advisor responsible for the coordination and implementation of the CES Concert Series, a 75k+ concert program
- Developed community relations through the implementation of an arts outreach program with local elementary and high school students.
- Responsible for the planning and execution of all CES events throughout campus and local community, interacting and coordinating with internal university departments, community members, and external service providers to successfully facilitate events
- Managed resources to ensure that events came in at or below budget
- Provide technical guidance and event management/planning guidance toward major Student and Community Involvement departmental events and programs.

EDUCATION

M.S. Student Affairs and Higher Education - May, 2012

Indiana State University, Terre Haute IN

M.A. Historical Studies - May, 2007

University of Maryland Baltimore County, Baltimore MD

B.A. History with a minor in psychology - May, 2002

Frostburg State University, Frostburg MD

CERTIFICATIONS & TRAINING

- Certified Maryland Crowd Manager, Maryland State Fire Marshall (Spring 2014)
- Campus Security Authority Certified, The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) – May 2013
- Completion of ETC Ion Training: Level 1 Essentials (September 2012)
- CPR and First Aid certified (October 2015)
- NCBI Train the Trainer course (August 2013)

PROFESSIONAL DEVELOPMENT, COMMITTEES & PRESENTATIONS

- Host, Association of College Unions International (ACUI) Region 4 Conference Planning Team (Fall 2012 to Fall 2013)
- Education Sessions Coordinator, ACUI Region 4 Conference Planning Team (Fall 2010 to Fall 2011)
- Silent and Live Auction Coordinator, ACUI Region 4 Conference Planning Team (Fall 2008 to Fall 2009)
- Volunteer Coordinator, ACUI Region 4 Leadership Team (2012 to 2014)
- Scholarship Coordinator, ACUI Region 4 Leadership Team (2009 to 2012)
- Corporate Partnerships Coordinator, ACUI Region VII Leadership Team (August 2015-Present)
- Flowers, A., Webber, R. "Can we Fix it? Yes we Can!: Addressing Issues with Student Employee Development." Presented at ACUI Annual Conference, San Antonio, TX. April 2014.

- Knotts, D., Webber, R. Transforming a Setup Crew into a Technical Services Crew (Revised).” Presented at ACUI Annual Conference, San Antonio, TX. April 2014.
- Huot, A., Kuhn, S., Webber, R. “Transforming a Setup Crew into a Technical Services Crew.” Presented at ACUI Annual Conference, St. Louis, MO. March 2013
- Kuhn, S., Webber, R. “From Atari to Xbox 360: Transforming a Game Room.” Presented at ACUI Annual Conference, St. Louis, MO. March 2013
- Kuhn, S., Webber, R. “From Atari to Xbox 360: Transforming a Game Room.” Presented at ACUI Regional Conference, Baltimore, MD. November 2012

ACHIEVMENTS & HONORS

- Outstanding Service Award, ACUI Regional Award 2013. Awarded to staff member who has served as a model of employee service and volunteer involvement in the college union and student activities field
- Excellence in Student Training Programs, ACUI National Award 2014. Awarded to a campus for its innovative approach and commitment to effectively preparing students with the skills and leadership to staff a college union facility
- Selected as one of 12 Frostburg State University employees to the inaugural Employee Development and Leadership Series class.

Robert Webber

46 West Main St, Frostburg, MD 21532

■ (301) 788-0142

■ rwebber@frostburg.edu

PROFESSIONAL REFERENCES

Robert N. Cooper (Colleague)

Director – Student Activities and Greek Life

Frostburg State University

301-687-4049

rncooper@frostburg.edu

Pam Detrick (Colleague)

Assistant Director of Dining Services

Chartwells (Frostburg State University)

301-687-3215

Pamela.Detrick@compass-usa.com

Angel Flowers (Former Employee)

Program Advisor

Indiana University

812-855-6367

ahflower@indiana.edu

Bill Mandicott (Supervisor)

Assistant Vice President – Student & Community Involvement

Frostburg State University

301-687-4411

wmandicott@frostburg.edu

Katherine Snyder (Colleague)
Vice President – Human Resources
Frostburg State University
301-687-4496
ksnyder@frostburg.edu