



DATE ISSUED: 03/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director of Student Union & Conference Services

JOB SUMMARY

The TWU Student Union is integral to the academic, social, and cultural life of the campuses in Denton, Dallas and Houston serving as a vibrant gathering place for students, faculty, staff, alumni, and guests of the University. The Student Union provides a variety of programs and services including conference services, a bookstore, meeting rooms, food service, activities and events, student engagement, and programmatic presentations for the greater TWU community. The Director is responsible for all activities that occur within the Student Union including overseeing the entire operation and personnel; the creation, implementation, and adherence to all TWU policies; the development and enforcement of the budget and all contractual decisions; the development and management of all strategic collaborations; and compliance with all University policies. In addition, the Director is a member of the Union Board, a student-chaired organization that is preeminent in the operation of the Student Union and serves as a member of the management negotiating team with the local union. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Vice President for Student Life

Supervises: Associate Directors, Budget Managers, Student Development Specialist, Coordinators, Conference Assistants, Technical Support Analyst II, Building Attendants, Graduate Assistants, and Student Assistants.

ESSENTIAL DUTIES - May include, but not limited to the following:

- Oversees event and facility management for the Student Union, Conference Services, including Hubbard Hall, Gertrude Gibson House, and Little Chapel-in-the-Woods.
- Directs and advises the Student Union Advisory Board.
- Coordinates space allocation for the Student Union including vendor/s approval.

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- Updates custodial staff as to building use and needs.
- Monitors building construction, maintenance and repair.
- Manages Student Union budget as allocated.
- Promotes the use of the Student Union for activities and manages the programming.
- Coordinates scheduling, planning, and implementation of conferences and special programs.
- Negotiates contracts and agreements.
- Responds to and maintains contact with client, acting as public relations representative.
- Supervises on-site management of conferences to ensure quality of accommodations, food services, media, transportation, and related services.
- Coordinates management of programs with Academic components, Facilities Management, Media Services, Food Services, Housing, Marketing and Communications, and other appropriate departments.
- Conducts research, prepares reports, and makes recommendations on the basis of research.
- Responds to student problems, complaints, and suggestions.
- Coordinates selection process when professional positions are available.
- Trains and supervises office staff as needed.
- Participates in planning and implementation of orientation and other division functions.
- Facilitates Student Union needs at the Houston and Dallas campuses
- Facilitates community building and student development with the assistance of students, faculty, and staff.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Master's degree in related area required.

EXPERIENCE

Five years of progressively responsible experience in the fields of Student Development, Facility Administration or a closely related area.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - *The following are essential:*

- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively -orally, by phone, in person, and in writing.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

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SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.