

Director, Business Services for Residential Services University of Pennsylvania

The University of Pennsylvania invites inquiries, applications and nominations for the position of Director, Business Services for Residential Services.

About the University of Pennsylvania

America's first university, the University of Pennsylvania has historically been an institution where classical education and academic innovation meet. Founded by Benjamin Franklin in 1749, the University boasts the nation's first medical school, its first business school, the first University teaching hospital and the first modern liberal arts curriculum. Today it is a national leader in interdisciplinary programs, which cross-traditional academic and professional boundaries to engage participants in the pursuit of new and useful knowledge. The University is consistently ranked among the top 10 national universities in US News & World Report surveys.

To learn more about the University of Pennsylvania visit www.upenn.edu

Business Services Division (BSD)

Residential and Hospitality Services is part of the Division of Business Services (BSD) of the University of Pennsylvania. The Business Services Division (BSD) supports the individual and collective needs of the Penn community by promoting a hospitable, customer-friendly campus environment through the provision of mission-critical services and essential operations. BSD is currently focused on three major initiatives:

- Revenue growth/retention through improved marketing efforts, extended services, and development of new distribution channels.
- Driving productivity for the Division and its customers through the better use of technology.
- Enhancing service offerings through upgrades and expansions of facilities.

To learn more about the Division of Business Services visit www.business-services.upenn.edu

About the Position

Reporting to the Executive Director, Business Services, the Director will lead all facets of the University's student housing administration, management and services in support of the University's academic mission. It is the Director's responsibility to create the mission and vision that will ensure the success of Penn's academically based College House program. The Director manages residential facilities and administrative processes in support of approximately 6,700 students and guests who reside in university-owned residences. Oversee the various operations of the department, including occupancy management, customer services, graduate housing, off-campus services, building administration and facilities renewal, and capital planning and implementation. The Director will also be responsible for providing leadership and direction in the management of the department's \$50 million annual operating budget as well as the management and direction of 32 full-time staff and roughly 200 student employees. As part of the senior leadership team, the Director would foster a collaborative environment with peer directors in Residential and Hospitality Services to create a unified team and ensure the successful achievement of institutional and divisional goals.

Major areas of responsibility include:

- Responsible for the implementation of University and departmental policies and procedures.
- Development of programs and activities that best meet the needs of a changing population while utilizing the University of Penn's on-campus housing resources efficiently and effectively.
- Establish and implement plans to market 6800 beds in the twelve undergraduate and two graduate residences (occupancy levels have been near 100% of capacity for the past 13 years).
- Establish departmental policies and procedures with input from faculty, staff, and students in partnership with academic programs and student life and the residential faculty council.
- Direct the development and maintenance of systems designed to deliver services to residences.
- Develop goals and plan procedures for the physical maintenance, housekeeping and renovation of the 2.25 million square feet of residence facilities.
- Provide leadership in an on-going program for capital renewal and renovation projects.
- Develop and implement programs for Penn students living off-campus including assisting students with the resources to locate off campus housing and provide appropriate referral services.
- In collaboration with the Division of Public Safety, set priorities and develop goals and procedures that address security, health and safety concerns.
- Collaborate with other departments of Business Services and University agencies on behalf of students and residence halls concerning activities and services.

Qualifications of the successful candidate must include:

- Proven record of addressing the needs of student residents and the ability to successfully develop and maintain positive relationships with the student community.
- Experience in constructing and renovating student housing facilities.
- Ability to lead a talented professional staff, relate well to a diverse student body and provide leadership for strategic planning.
- Effective decision maker, accessible for necessary consultation, and responsible for regular evaluation and planning.
- Ability to balance multiple priorities in a fast-paced organization.
- Knowledge of technology and commitment to its use in prospect management, research, and information systems.
- Outstanding interpersonal and verbal and written communication skills, including the ability to establish rapport easily with many constituencies and persuasive skills as a public speaker.
- Strong skills as a supervisor, including the ability to inspire and empower others, effective delegation skills, and a reputation for being a fair, compassionate, and even-handed supervisor who holds staff accountable to a high standard of performance while at the same time providing professional development opportunities that encourage each staff member to maximize their effectiveness.
- Exceptional team building skills and proficiency in establishing and maintaining collaborative relationships with constituents both on and off campus.

Requirements

Candidates must possess a Master's degree and have a record of success in working with students, faculty, and university housing management, and have a minimum of 7 to 10 years of increasing responsibility and leadership in the effective management of a large university residential housing system with an emphasis on a living and learning community. Also required is the ability to interpret, analyze and evaluate complex maintenance, budget planning and property management issues and experience supervising a diverse group of both professional and student employees is critical. Familiarity with student housing management system StarRez is a plus. Director will be an energetic and visionary leader and serve as an integral member of the department.

How to Apply

Interested individuals should send a letter of application that relates the applicant's skills and experiences to the qualifications for the position, resume that includes notable achievements, and contact information including mailing and email addresses and telephone numbers for five references who are able to speak to the candidate's qualifications as they relate to this position. The packet should be sent electronically (Microsoft Word attachments preferred) to leadership@wspelman.com. The subject line in email should be DPENN. Confidential inquiries will be received at [\(585\) 366-4329](tel:585-366-4329).

Documents that must be mailed should be sent to William Spelman Executive Search at 667 Midship Circle, Webster, NY 14580. Confidentiality will be maintained, and references will not be contacted without prior knowledge or approval of the candidate. For full consideration, all materials should be received by January 31, 2012. Review of applications will begin February 1, and continue until the position is filled.

The successful individual is expected to support the Department's efforts to foster a living environment that is supportive and productive to all groups and individuals at Penn, regardless of their race, sex, nationality, religion, sexual orientation, or disability.