

# Sam Houston State University Human Resources

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## Staff Classification Description – Director of Operations – Enrollment Management

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**Skill Category:** Executive/Administrative

**Position (Employee) Class:** 1M170 (E1)

**Grade:** NC

**Date:** 3/2019

**Department:** Office of Enrollment Management

**Educational & Experience Requirement:** Bachelor's Degree in a related field. Five years of experience in a related field. Experience in a state institution of higher education is desirable. 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 managerial work providing direction and guidance in strategic operations and planning for the Enrollment Management division.

**Supervision Given & Received:** Works under minimum direction of the Vice President for Enrollment Management.

**Primary Responsibilities:** Member of Enrollment Management's Leadership team and will oversee the following functions for the Division of Enrollment Management: coordinating division-wide leadership initiatives and professional development; oversight of facilities management, building access and security programs; emergency planning and response; Enrollment Management 5-year budget summaries, human resources actions, transaction processing and special event logistics. Involves managing some of the general administrative operations of the Division of Enrollment management, under the direction of the Vice President of Enrollment Management. Administrative services include activities and collaboration with Academic Affairs, IT, finance and operations, Student Affairs, University Advancement, and Athletics. General management includes long and short range strategic planning in supporting and growing the mission of Enrollment Management and activities of multi-disciplinary departments overseen by the Office of the Vice President of Enrollment Management. Works in an environment of heavy workloads, pressing deadlines and shifting priorities where a high level of confidentiality and sensitivity to issues is present. Work must be done promptly and accurately. The ability to adapt to constantly shifting priorities, while managing strict and sometimes competing deadlines and unexpected urgent situations is necessary. This is a shared work environment and being able to thrive as a member of a team in a collaborative environment is critical. Position requires strong organizational and communication skills. Performs other related duties as assigned.

**Other Specifications:** As the campus Enrollment Management Director of Operations, this position is responsible for providing operations guidance to Enrollment Management senior leaders as they work to fulfill our campus mission and attain our strategic goals.

The Director of Operations works closely with the Vice President of Enrollment Management and the Enrollment Management leadership team to help support and expand the division's vision, provide focused leadership to support division success, and assure division commitment to serving SHSU students. The Director provides collaboration in the areas of the budget, financial planning, policy analysis, and fiscal administration; creating a vision for programs that engage and support the division of Enrollment Management. The Director of Operations position is dynamic, and this position's priorities and issues evolve and change daily. This position must be committed to collaboration, the use of digital tools to create efficiencies, in the moment re-prioritization and creating an optimistic and forward-facing environment.

Qualifications include:

- Thorough knowledge of University rules and regulations, processes, protocols and procedures for budget, accounting and fund management, and/or personnel management.
- Strong interpersonal skills including verbal and written communication, active listening, critical thinking, advising and persuasion skills.
- Knowledge of a variety of administrative operational activities such as event planning, risk management planning, website design, learning management system, accounting and payroll, and fiscal regulations and guidelines.
- Solid knowledge of common organization specific and other computer application programs.
- Ability to exercise good judgement, use discretion and maintain confidentiality.

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. This position is**

security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. 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.**