



Special Services Director, Office Of The President Job Description

JOB INFORMATION

<i>Job Code:</i>	129317
<i>Job Title:</i>	Special Services Director, Office Of The President
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Development
<i>Job Family Group:</i>	Development and Fundraising
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Serves as the primary contact for inquiries from trustees and donors and university VIPs, senior officers, alumni leaders, politicians, parents of potential or current students (other key constituents) regarding admissions, financial aid, housing and/or other matters. Directly oversees special projects in relation to highly specialized public relations and development cultivation activities. Reports to the Associate Vice President and Chief of Staff, Office of the President.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience in supervising administrative operations of a department.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as the key contact to assist trustees, donors, university VIPs and senior officers, alumni leaders, politicians, parents of potential or current students (other key constituents) in the areas of admissions, financial aid, and housing. Responds to inquiries and requests for information requiring knowledge of university policies and procedures. Researches problems, takes necessary steps to address issues and brings to resolution.				
Liaises with vice presidents, deans, and directors in Admissions, Financial Aid, Housing, Student Financial Services, Student Affairs and individual school's admissions offices in order to facilitate requests for assistance on behalf of trustees and other key constituents.				
Oversees special service efforts in order to meet needs, objectives and policies of the Office of the President. Identifies special needs of trustees and other key constituents and follows through to make certain their needs are met.				
Supervises all assigned subordinate staff. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.				
Liaises with senior officers and staff within the Office of University Relations (Protocol and Events, Public Relations Projects) and the Office of University Advancement on the approval for and the coordination of the President's calendar meetings and events regarding briefings, timelines and speeches. Prepares briefings for the President and/or the President and his family.				
Directs and coordinates processing of special requests for President's (or the President and his family's) attendance at meetings or events from inside or outside the university.				
May represent the Office of the President at special events, meetings and gatherings, as requested. Reviews and analyzes events, makes recommendations as appropriate and supervises follow-through as needed.				
Develops and maintains a network of contacts, both internal and external, to facilitate special services.				
Plans and directs all arrangements for the Official Party for home games. Develops and controls budget for home and away game tickets and away game travel expenses. Provides financial status reports as requested. Manages the assignment, distribution and sale of football tickets for the Official Party and Trustee and VIP requests. Administers the deposit of ticket income and payment of football expenses to all vendors.				
Plans and directs all arrangements for the Official Party for away game travel, including budget management, transportation, hotel accommodations and entertainment and ground transportation to the game. Negotiates with vendors for accommodations and transportation, etc. Prepares briefings for the President, Senior Vice Presidents and trustees. Attends away games to ensure that the proper arrangements for the Official Party are in place. Liaises with Office of the President of the host team at away games to ensure that appropriate and necessary arrangements are made for the President.				
Develops and implements security-related procedures as related to the President and/or the President and his family's attendance at an event and for university VIP guests visiting the President's office. Coordinates security activities with university Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security-related information to staff.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by

