

Assistant Vice Provost R&DE Student Housing Operations  
and Stanford Conferences  
Stanford University

Direct Link: <https://www.AcademicKeys.com/r?job=244706>

Downloaded On: Nov. 21, 2024 7:32am

Posted Sep. 11, 2024, set to expire Jan. 13, 2025

|                             |   |
|-----------------------------|---|
| <b>Job Title</b>            | Assistant Vice Provost R&DE Student Housing Operations and Stanford Conferences   |
| <b>Department</b>           | R&DE<br><a href="https://rde.stanford.edu/welcome-rde">https://rde.stanford.edu/welcome-rde</a>   |
| <b>Institution</b>          | Stanford University<br>Stanford, California   |
| <b>Date Posted</b>          | Sep. 11, 2024   |
| <b>Application Deadline</b> | Open until filled   |
| <b>Position Start Date</b>  | Available immediately   |
| <b>Job Categories</b>       | Associate Vice-(Provost/Chancellor)   |
| <b>Academic Field(s)</b>    | Residential Life<br>Senior Administration   |
| <b>Apply Online Here</b>    | <a href="https://careerssearch.stanford.edu/jobs/assistant-vice-provost-residential-dining-enterprises-student-housing-operations-and-stanford-conferences-26242">https://careerssearch.stanford.edu/jobs/assistant-vice-provost-residential-dining-enterprises-student-housing-operations-and-stanford-conferences-26242</a> |
| <b>Apply By Email</b>       |   |
| <b>Job Description</b>      |   |

**ABOUT STANFORD AND RESIDENTIAL & DINING ENTERPRISES:**

Stanford University, located between San Francisco and San Jose in the heart of California's Silicon Valley, is one of the world's leading teaching and research universities. Since its opening in 1891, Stanford has been dedicated to finding solutions to big challenges and preparing students for leadership in a complex world.

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Residential & Dining Enterprises (R&DE), the largest auxiliary organization at Stanford University, supports the academic mission of the university by providing high-quality services to students and other members of the university community. The department is a not-for-profit organization and has an annual operating budget of nearly \$400M, operates 24/7/365, and oversees a \$3B asset portfolio comprising a 7 million sq. ft. physical plant across the campus. R&DE provides housing for over 15,000 students and dependents and serves 8M meals per year. Additionally, R&DE comprises 1,200 FTE staff in the following eight divisions: Student Housing Operations and Stanford Conferences; Stanford Dining, Hospitality & Auxiliaries; Maintenance Operations and Capital Projects; Finance & Administration; Information Technology; Human Resources; and Strategic Communications and Marketing.

“Students (Customers) First” is the mantra of R&DE and its strategic goals reflect its commitment to delivering service excellence to our campus community every day. R&DE creates a culture of excellence through its core values, “can-do” spirit, and a one-team mindset. R&DE is an award-winning organization in which every employee represents its values of excellence, teamwork, innovation, diversity, and sustainability.

R&DE is deeply committed to promoting diversity, equity, inclusion, and belonging and diligently works to advance inclusive excellence for students, staff, and the Stanford Community. These principles are a foundational part of R&DE’s core values and initiatives, and R&DE continually cultivates an inclusive environment for all staff, especially staff of color, to feel a sense of belonging and empowerment to thrive.

**About Student Housing Operations and Stanford Conferences (SHOSC):**

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Student Housing Operations and Stanford Conferences (SHOSC) is a division of Stanford University's Residential & Dining Enterprises (R&DE). The mission of R&DE SHOSC is to assign and provide students and their dependents, as well as conference guests, a clean, well-maintained, safe, sustainable, and comfortable home in a residential environment that optimizes opportunities for academic enrichment and personal growth.

R&DE seeks an accomplished senior-level administrator to lead its SHOSC division. The Assistant Vice Provost (AVP) for R&DE SHOSC reports directly to the Senior Associate Vice Provost of Residential & Dining Enterprises and is a member of the R&DE Cabinet/Senior Staff. The successful candidate will be a talented leader who enjoys and thrives in a fast-paced, complex environment and is analytic, strategic, innovative, collaborative, detail-oriented, and a "big picture" thinker.

The AVP will provide strategic leadership, vision, and guidance to offer a quality student and conference housing experience through oversight and direction of R&DE SHOSC, which has purview of all aspects pertaining to Undergraduate and Graduate Housing operations, Student Housing Assignments, Stanford Conferences and meeting planning, and Stanford Guest House operations. The incumbent will be responsible for leading and mentoring an experienced professional team in providing operational and service excellence in a complex university housing system while exercising delegated authority for policy and programmatic decisions and achieving goals through managerial staff.

The AVP will manage annual operating budgets that total nearly \$180 million, with oversight of R&DE SHOSC including: the graduate and undergraduate housing program consisting of over 350 residential buildings, assigning and billing over 15,000 students and dependents, managing a growing conference program that currently has over 165 conferences/year with approximately 80,000 bed nights/year, and 24,600 guest bed nights at the Stanford Guest House; in addition, approximately 280 full-time staff (exempt, non-exempt, and bargaining unit professional staff).

**JOB PURPOSE:**

Provide strategic leadership and management of the administrative and operational functions for R&DE Student Housing Operations and Stanford Conferences, exercising delegated authority for policy and programmatic decisions. Achieve goals through managerial staff representing multiple levels of

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professional and supervisory staff.

CORE DUTIES:

- Set the direction of R&DE SHOSC in support of the vision and goals set by the Senior Associate Vice Provost (SAVP) for R&DE and direct the policy development and implementation of administrative operations and workforce planning.
- Make decisions for programs that provide critical support in alignment with the University's mission of teaching and research. Advise executive management on programmatic and policy development. Negotiate and influence university leaders on issues that have a university-wide impact.
- Oversee the management of R&DE Student Housing Operations and Stanford Conferences; direct staff and provide leadership to achieve goals and vision of the organization; responsible for hiring and retaining staff, career coaching, and personal development for direct reports; and accountable for the performance of employees.
- Provide strategic direction for undergraduate and graduate housing, R&DE Student Housing Assignments, Stanford Conferences, and the Stanford Guest House; create strategic plans of considerable complexity and scope; set long-range direction and make high-level decisions; propose and manage the implementation of complex and significant programmatic change; and establish policies as needed. Guide Student Housing Assignments, Stanford Conferences, and Stanford Guest House work groups to meet, with the intention to exceed, established annual revenue targets. Ensure housing facilities are optimized and support conference housing and summer session programs.
- Serve as landlord for SHOSC facilities while ensuring buildings are clean, well-maintained, safe, and comfortable to support residential use by Resident Fellows, students, and guests.
- Champion, develop and implement sustainability initiatives. Collaborate with students, staff, and university partners to foster behavior change and integrate long-term sustainable practices. Partner with campus groups on sustainable and carbon-free living on campus and in meeting the University's zero waste goals.
- Serve as senior-level staff R&DE emergency responder to provide direction for R&DE Student Housing Operations and Stanford Conferences. May serve at the university emergency operations center at the discretion of the SAVP of R&DE.
- Participate in annual and multiyear project prioritization and planning; develop and review recommendations regarding short-term and long-range programs and projects, long-range financial and programmatic planning, and development. Research and develop new initiatives and use of technology to improve service, enhance revenue, and realize system-wide opportunities.

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- Responsible for ensuring communication with key stakeholders (students, colleagues, other university offices, etc.) is effective and efficient. This may include convening, facilitating, and leading working groups, meetings, student community meetings, etc.
- Work collaboratively with a variety of university partners: Student Affairs; Graduate Education; Undergraduate Education; Teaching and Learning; Human Resources; Information Technology; Department of Public Safety; Office of the Chief Risk Officer; Land, Buildings and Real Estate; and the Department of Athletics, Physical Education and Recreation.
- At the discretion of the SAVP for R&DE, serve on university committees and attend high-level meetings representing the SAVP and R&DE.

*\*The job duties listed are typical examples of work performed by positions in this job classification and are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Specific duties and responsibilities may vary depending on department or program needs without changing the general nature and scope of the job or level of responsibility. Employees may also perform other duties as assigned.*

**MINIMUM REQUIREMENTS:**

**Education & Experience:**

Bachelor's degree and ten years of relevant experience in administrative and financial management, or a combination of education and relevant experience. Advanced degree is strongly preferred. Broad knowledge and experience in a residential-based university that houses undergraduate and graduate students, with custodial operations and facilities management, while managing bargaining unit employees.

- Extensive experience leading a customer-facing operation with a large staff; administering the daily operations of a large and complex housing assignment/allocation system including writing and enforcing housing contracts/policies.
- Experience in working with and supporting students and staff representing diverse identities.
- Proven ability to lead with effective emotional intelligence, in a collaborative, flexible, fast-paced, and forward-thinking environment.
- Strong ability to clarify and resolve complex problems spanning multiple areas or technical fields; Knowledge of building systems, including mechanical, electrical, and plumbing, as well as furnishings and finishes.
- Demonstrated strategic leadership, supervisory, planning and change management skills.
- Possess a strong understanding of custodial operations and facilities management for a residential setting.

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**Communication Skills:**

- Excellent verbal and written communication skills.
- Exceptional interpersonal, negotiation skills, and political acumen. Able to influence people, solve problems, think creatively, and resolve conflicts.
- Strong ability to effectively communicate and facilitate meetings with a variety of people including students, faculty, staff, parents, alumni, and the local community.
- Ability to define and implement a comprehensive information/publications program for SHOSC.

**Sound Judgment:**

- Demonstrated commitment to diversity, equity, inclusion, and belonging with a deep understanding of learning and working in a diverse community.
- Capacity to work in a high-pressured, demanding environment utilizing good judgment, sound decision-making skills, and excellent customer service.
- High tolerance for ambiguity and extensive consultation to build consensus and earn broad student and administrative support on housing assignment matters and other issues affecting R&DE.
- Ability to analyze complex situations, correctly identify and engage all appropriate parties, and make sophisticated determinations based on regulatory requirements, historical precedent, and the unique overall academic enterprise.

**Analytics and Reporting:**

- Advanced financial expertise in budget planning, and financial forecasting.
- Ability to prepare, interpret, and present comprehensive analytical and statistical data and reports that are highly usable and critical in decision-making for a variety of operating areas in R&DE.
- Expert analytical and problem-solving skills.
- Deep knowledge of industry standards, trends, and regulatory requirements.

**Background check:**

Finalist must successfully pass a pre-employment background check.

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**Certifications and Licenses:**

Must possess a valid CA driver's license.

**PHYSICAL REQUIREMENTS\*:**

- Constantly perform desk-based computer tasks.
- Frequently sitting.
- Occasionally stand/walk, reach/work above shoulders, use a telephone, write by hand, lift/carry/push/pull objects that weigh up to 10 pounds.
- Rarely twist/bend/stoop/squat, sort/file paperwork or parts, lift/carry/push/pull objects that weigh 11-20 pounds.

*\*Consistent with its obligations under the law, the University will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of the job.*

**WORKING CONDITIONS:**

- Requires 24-hour response availability seven days per week for emergency situations.
- Requires work evenings and weekends, typically during operationally peak periods and/or in response to urgent or emergency-related scenarios.

**WORK STANDARDS:**

- Interpersonal Skills: Demonstrates the ability to work well with Stanford colleagues and clients and with external organizations.
- Promote Culture of Safety: Demonstrates commitment to personal responsibility and value for safety; communicates safety concerns; uses and promotes safe behaviors based on training and lessons learned.
- Subject to and expected to comply with all applicable University policies and procedures, including but not limited to the personnel policies and other policies found in the University's Administrative Guide.

**COMPENSATION:**



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The expected pay range for this position is \$200,000.00 to \$300,000.00 per annum.

Stanford University provides pay ranges representing its good faith estimate of what the university reasonably expects to pay for a position. The pay offered to a selected candidate will be determined based on factors such as (but not limited to) the scope and responsibilities of the position, the qualifications of the selected candidate, departmental budget availability, internal equity, geographic location, and external market pay for comparable jobs.

At Stanford University, base pay represents only one aspect of the comprehensive rewards package. The Cardinal at Work website (<https://cardinalatwork.stanford.edu/benefits-rewards>) provides detailed information on Stanford's extensive range of benefits and rewards offered to employees. Specifics about the rewards package for this position may be discussed during the hiring process.

### **EEO/AA Policy**

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*Consistent with its obligations under the law, the university will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of his or her job.*

*Stanford is an equal employment opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other characteristic protected by law.*

### **Contact Information**

Please reference Academickeys in your cover letter when



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applying for or inquiring about this job announcement.

**Contact**      Iliana Revuelta  
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Stanford University  
693 Pampas Lane  
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