Job Prospectus for the
Associate Vice Chancellor,
Campus Enterprises

Raleigh, NC
Spring 2018

About The Opportunity:

Campus Enterprises (CE) advances NC State University's strategic goals by providing high quality retail and hospitality services to the University's students, faculty, staff, visitors and community. CE is a large, complex organization responsible for approximately $80 million in annual revenue, and employs over 2,000 full time, part time and temporary staff of which 60% are students. Guided by the University's core values of integrity, excellence and respect, CE strives to be good stewards of the University's resources and reputation while supporting numerous student-life, faculty, university and community initiatives.

Campus Enterprises manages more than 40 commercial enterprises on-campus, with a variety of organizational structures, labor forces and revenue expectations, including:

- NC State Dining

- NC State Student Centers

- NC State Stores

- NC State Wolfpack One Card

- Rave! Events

- State of the Art

- Trademark Licensing

- Wolf Xpress Print and Copy

- Lonnie Poole Golf Course

- The State Club Restaurant at the Park Alumni Center

Additionally, CE serves as a liaison with the State View Hotel and Conference Center, an on-campus Marriott Autograph Collection property. CE is a nationally-recognized leader in sustainability efforts, green facilities, and health and wellness initiatives; and is proud of its reputation for serving customers promptly, efficiently and affordably. Students serve in leadership roles for most CE programs, and many of CE's 1,200 student-employees participate in management training programs.

Essential Job Responsibilities:

The Associate Vice Chancellor (AVC) of Campus Enterprises is responsible for strategy and leadership, directing CE business operations and facilities management across the University. Reporting to the Vice Chancellor of Finance and Administration, the AVC is part of the Vice Chancellor's leadership team and exercises strategic and operational control of Campus Enterprises. The AVC is responsible for ensuring CE operates in accordance with financial, customer service and other goals set jointly with the Vice Chancellor, and in support of the University's strategic initiatives, mission, vision and goals.

Business Operations Management

- Develops and implements strategic plan(s), goals and leadership across all CE business units

- Designs, conducts and evaluates complex financial, operational and technical analyses to guide, measure and inform CE business operations and facilities management as well as university-wide resource planning

- Ensures best-practice operational, management and financial processes throughout all CE business units and facilities with goals driven by high quality, efficient customer service and streamlined, low-cost processes; ensures each CE business unit achieves financial, customer service and other goals measured on a quarterly and annual basis

- Develops and manages capital and operational budgets; oversees solicitation, bidding and contracting for CE operations and facilities, major purchases and third-party vendors; follows best practice accounting and audit processes

- Serves as the principal liaison for third-party operated retail and hospitality venues

- Routinely evaluates CE business operations and facilities management, opportunities to streamline, incorporate technology and/or re-structure to lower costs and improve delivery of services and goods

- Identifies growth and entrepreneurial opportunities to optimize operations, and/or improve customer experience in support of University strategic goals and aligned with University core values

- Collaboratively works with student, faculty and staff organizations, University leadership and administration including the Facilities division, and other University entities to steer development and renovation of university buildings, including opportunities to transition to new uses and/or functionalities

- Prioritizes, implements and reports on multi-million dollar budgets across CE business units; provides budgetary reports to the Vice Chancellor of Finance and Administration, Chancellor and Board of Trustees; prepares an annual financial and administrative report for the OFA

Customer Relationships, Service and Outreach

- Identifies and implements goals, metrics and processes to measure and improve customer service, CE reputation and brand

- Establishes and cultivates collaborative relationships with internal and external customer groups, including University leadership and administration, colleges and departments, student, faculty and staff organizations, and numerous affiliated entities to support University goals specific to student-life, faculty and staff support, visitor experience and community outreach

- Participates on boards and working groups with deans, department heads, student leadership, faculty groups and community initiatives to ensure CE offerings support various University-led programs

- Serves as a NC State University representative on the Hillsborough Street Community Service Corporation (HBCSC), tasked with managing business improvement goals for the university and the boarding commercial and residential neighborhood

- Runs multi-media communications to advertise services, highlight new programs and inform customer base

- Increases CE profile by actively participating in state, regional and national organizations and service groups, attending meetings, presenting at major conferences and contributing to media communications

Employee Management and Administration

- Collaborates with Human Resources to recruit, hire, train and retain top talent for all positions

- Defines hiring, training and supervisory protocol for full time, part time, temporary hires and contractors

- Develops and implements employee and managerial training programs focused on customer service, skills, compliance and University core values of integrity, excellent and respect; incorporates student-employees into training programs

- Develops goals and metrics to measure employee turn-over, identify and address problem areas

- Administers university-wide policies, procedures, rules and operating procedures for all areas of responsibility and all employees within the organization

- Ensure employees, managers and overall organization compliance with University policies, procedures and regulations, and also federal and state laws (i.e., ADA, EEO and Title IX)

- Effectively communicates, collaborates and provides data-driven reports to the Vice Chancellor of Finance and Administration, Chancellor and Board of Trustees, as requested by key stakeholders

- Performs other duties as assigned by the Vice Chancellor of Finance and Administration

Preferred Qualifications and Experience

- Demonstrated financial, managerial and reputational success in equivalent sized retail and/or service organization with facilities management, marketing and employee relations experience

- Extensive experience in contract development, negotiations and management including contractual experience with third-party vendors

- Proven ability to lead and motivate significant number of employees, including various customer-facing roles and labor pools (full time, part time, temp, contractors, student-employees)

- Exceptional judgment and decision-making in managing business operations and facilities; implementing policies and procedures; and managing a variety of customer-facing employees

- Highly-developed analytical skills with the ability to analyze complex operational and budgetary data as necessary to guide/support major decisions, and to effectively and efficiently manage a large, complex organization

- Ability to work independently, as well as collaboratively and as a leader, demonstrating emotional intelligence in relationships with key stakeholders, constituencies, management and employees

- Excellent verbal and written communication skills with the ability to clearly and persuasively convey important and complex information to a wide variety of audiences and stakeholders, including customers, employees and managers, university and community stakeholders, and University leadership (Chancellor, Board of Trustees, UNC General Administration)

- Technical aptitude including standard office software, financial systems and HR systems within the scope of auxiliary services; ability to discern advantages and disadvantages of various technical oriented system solutions

- Proven knowledge of applicable federal laws; and knowledge of, or ability to quickly master and ensure organizational compliance of, state laws and University system policies, procedures and regulations

- Results-driven, action-oriented, compliance-knowledgeable

- Adaptable, resilient and agile; professional and customer-oriented

Preferred Experience, Skills, Training/Education:

- Requires a post-baccalaureate degree from an appropriately credited institution plus at least five years of related professional experience. For candidates demonstrating comparable professional backgrounds, a relevant undergraduate degree from an appropriately accredited institution and a minimum of seven years of relevant experience may be substituted.

- Post-baccalaureate degree plus at least ten years demonstrated success in managing variety of customer–facing retail and hospitality services for an equivalent sized, complex organization.

- Demonstrated financial, managerial and reputational success in equivalent sized retail and/or service organization with facilities management, marketing and employee relations experience.

- Demonstrated success in contract negotiations, project management, and financial accountability for an equivalent sized, complex organization

- Track record of successful personnel management and development across a varied labor pool

- Successful reputation and proven track record of complying with federal and state laws and institutional policies, procedures and regulations

To Apply:

The Nominating Committee invites applications to be submitted online at https://jobs.ncsu.edu Position #: 00101380 Applications should include a cover letter, resume, and contact information for three professional references. Confidential review of materials will begin in May, and will continue until the appointment is made. To guarantee review by the committee, please submit all materials prior to May 30, 2018. For additional information please visit: https://ess.hr.ncsu.edu/current-searches/. Any inquiries or nominations can be provided to: Justin Lang, Director, Executive Search Services, at 919-513-1963 jdlang2@ncsu.edu.

About North Carolina State University:

NC State University is a national center for teaching, research and scholarship in the sciences, engineering, business, agriculture, the humanities and social sciences, and a range of professional programs including veterinary medicine and design.

NC State is the largest academic institution in North Carolina, with about 34,000 students and 9,000 employees, including more than 2,000 faculty. Distinguished faculty includes members of the National Academy of Sciences, the National Academy of Engineering, the Institute of Medicine and fellows in a large number of professional associations. The university's research strength is complemented by its extensive community engagement.

Since 1887, the university has served its students, the people of North Carolina and the nation, and its reach is increasingly global. The university is organized into 12 colleges that offer the baccalaureate degree in more than 110 fields, master's degrees in more than 100 fields and doctoral degrees in 61 fields. The student body is approximately 34 percent minority and 45 percent female, with an international enrollment of 11.5 percent. The university has extensive, rapidly growing distance education programs offered in many formats. More than 8,900 degrees were conferred during the 2015-16 academic year.

NC State is a flagship among the 17 institutions of the University of North Carolina system, which is led by President Margaret Spellings and governed by a 29-member Board of Governors appointed by the North Carolina General Assembly. NC State is led by Chancellor W. Randolph Woodson and governed by a 13-member Board of Trustees. The university has a current annual budget of approximately $1.5 billion and an endowment valued at more than $1 billion. The endowment has been growing rapidly due to improved fundraising results and favorable market conditions.

NC State has more than 50 interdisciplinary centers and institutes across a comprehensive array of disciplines. The university is ranked sixth nationwide in commercialization agreements based on university research and second nationwide among universities without a medical school. NC State has launched more than 100 startups and spinoffs that have attracted more than $1.6 billion in venture capital. More than 500 products based on NC State discoveries have been introduced to the marketplace. University researchers garnered $405 million in sponsored research awards for fiscal year 2017. Licensing income from patents and technologies resulting from the research enterprise totaled more $4.4 million in fiscal year 2017. The continuing growth of research and the associated expansion of doctoral programs is a high priority. Core interdisciplinary research areas include personalized medicine, the smart grid, forensic sciences and educational innovation.

The university's campuses in Raleigh consist of nearly 300 major buildings on almost 2,100 acres. Nearby are research farms, biology and ecology sites, and forests. Centennial Campus is a public-private research campus where 70-plus corporate, government and nonprofit partners work alongside 70-plus NC State research and academic units. Centennial is also home to the award-winning Hunt Library, one of the most technologically advanced learning and collaboration spaces in the world.

About Raleigh and the Triangle:

NC State is located in Raleigh, which anchors the Research Triangle region, one of the country's most dynamic and thriving metropolitan regions. NC State is one of the three universities, along with Duke University and the University of North Carolina at Chapel Hill, that constitute the points of the Research Triangle area. At the heart of the region is the

7,000- acre Research Triangle Park, the largest and longest-operating research and development park in the U.S., with more than 200 research organizations as members.

The three universities cooperate through the Triangle Universities Center for Advanced Studies, the Board of Governors of RTI International, the North Carolina Supercomputing Center, the North Carolina Research and Education Network, the National Institute of Statistical Sciences, the Statistical and Applied Mathematical Sciences Institute, the North Carolina Biotechnology Center, and the National Humanities Center.

National rankings consistently rate Raleigh and its surrounding region among the five best places in the country to live and work, with a highly educated workforce, moderate weather, reasonable cost of living, and a welcoming environment. Current rankings for Raleigh are:

- No. 1 among the top 10 best cities for jobs (CNN Money, 2015)

- No. 3 among the best places for business and careers (Forbes, 2016)

- No. 5 among the best midsize U.S. metro areas for college students (American Institute for Economic Research, 2017)

- No. 5 among best U.S. cities for raising a family (Forbes, 2017)

- No. 6 among America's best cities for young professionals (Forbes, 2017)

Raleigh is situated in a central part of the state, with the Atlantic Ocean two hours to the east and the Blue Ridge Mountains three hours to the west.

NC STATE UNIVERSITY

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