

UNIVERSITY STUDENT HOUSING

Senior Managing Director

University Student Housing | Texas Tech University

Position Overview

The Senior Managing Director for University Student Housing provides leadership, strategic input, and operational oversight of University Student Housing at Texas Tech University. This position serves as the operational leader responsible for a comprehensive housing enterprise supporting residential students across multiple residential communities and affiliated operations. The position oversees a large and complex organization and provides leadership focused on operational excellence, student success, fiscal stewardship, strategic input on facilities management, organizational development, and collaborative partnerships. The Senior Managing Director is responsible for ensuring clear accountability, effective use of resources, consistent service delivery, and an organizational structure that supports sustainable and effective operations. The role works closely with Auxiliary Services, Administration and Finance, campus partners, students, parents, and external stakeholders to support institutional priorities and the long-term success of University Student Housing operations.

Essential Job Functions

LEADERSHIP & DEPARTMENTAL OVERSIGHT

- Provide senior leadership, strategic input, and operational oversight for University Student Housing and the programs, services, and functions necessary to support the housing enterprise.
- Establish departmental goals, service standards, accountability measures, operational priorities, and financial strategies for a large and complex housing operation.
- Evaluate organizational structure, staffing, responsibilities, processes, and resource allocation to strengthen effectiveness, consistency, accountability, and staff capacity.
- Establish clear functional ownership, decision-making responsibilities, performance expectations, and measurable outcomes across the organization.
- Provide direction to senior leadership staff and ensure workloads, responsibilities, and resources are appropriately aligned with operational needs.
- Serve as the senior operational representative for University Student Housing and collaborate with Auxiliary Services leadership, university departments, and external stakeholders regarding strategic initiatives, operational planning, and major projects.
- Lead organizational change initiatives, operational modernization efforts, strategic projects, and service enhancements supporting the long-term effectiveness of University Student Housing.



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OPERATIONS, PLANNING & RESOURCE MANAGEMENT

- Direct operational planning and execution for major housing processes, programs, and initiatives supporting residential students and university operations.
- Provide leadership for occupancy planning, residential transitions, opening and closing operations, conference housing, and other significant departmental activities.
- Oversee departmental budget planning, fiscal management, purchasing, and resource allocation and promote responsible stewardship of university resources.
- Monitor departmental performance indicators, occupancy trends, operational outcomes, staffing needs, financial performance, and student feedback to support informed decision-making.
- Provide strategic input regarding facilities operations, maintenance priorities, capital improvements, renovations, construction projects, and long-range needs affecting University Student Housing.
- Coordinate with Auxiliary Services and university partners to ensure facilities, technology, business operations, and other shared or supporting services effectively meet the needs of University Student Housing.
- Ensure appropriate operational readiness, risk management, safety, compliance, and continuity practices are maintained across the housing enterprise.
- Lead emergency response coordination, crisis management efforts, and continuity of operations related to residential housing and student support.

STUDENT EXPERIENCE & INSTITUTIONAL SUPPORT

- Provide leadership for programs, services, and operational practices that support the residential student experience, student engagement, belonging, accountability, wellbeing, and academic success.
- Ensure University Student Housing programs and services remain responsive to the needs of students, families, and the university community.
- Support initiatives related to residential education, student engagement, community development, student leadership, behavioral response, accessibility, retention, and student wellbeing.
- Utilize assessment data, student feedback, operational metrics, and participation trends to identify opportunities for program and service improvement.
- Support university and Auxiliary Services priorities related to enrollment, student retention, student success, auxiliary operations, and institutional strategic priorities.
- Ensure customer-facing services and communication practices are accurate, timely, responsive, and student-centered.



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ORGANIZATIONAL STEWARDSHIP & PARTNERSHIPS

- Foster a culture of professionalism, accountability, collaboration, innovation, inclusion, customer service, and continuous improvement throughout University Student Housing.
- Build and maintain collaborative relationships with university leadership, students, parents, campus partners, contractors, community organizations, and external stakeholders.
- Coordinate across Auxiliary Services and university functions to align resources, responsibilities, and service delivery in support of University Student Housing operations.
- Establish and maintain effective partnerships related to student conduct, crisis response, accessibility, retention, student success, facilities, technology, and other matters affecting residential communities.
- Ensure compliance with university policies, Auxiliary Services standards, personnel procedures, applicable regulations, and operational requirements.
- Identify emerging needs, operational risks, and opportunities for improvement and develop appropriate strategies to strengthen organizational performance.
- Represent University Student Housing on university initiatives, committees, projects, and planning efforts as assigned.

SUPERVISION

- Directly supervise and evaluate senior leadership staff responsible for major programs, services, and operational functions supporting University Student Housing.
- Provide organizational leadership and oversight for approximately 200 full-time employees and 200–250 student employees through subordinate leadership staff and shared operational structures.
- Establish expectations for leadership performance, communication, accountability, decision-making, and effective management of assigned areas.
- Provide leadership for recruitment, employee development, performance management, succession planning, and workforce effectiveness for professional and student staff.
- Assess staffing structures, leadership responsibilities, and organizational capacity and make recommendations or adjustments necessary to support operational needs.
- Develop leadership capacity throughout the organization and promote clear expectations, effective delegation, and appropriate decision-making at all levels.



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POSITION QUALIFICATIONS

Required Qualifications

Bachelor's degree required; master's preferred. Seven to ten years progressively responsible management experience required. Education beyond bachelor's level may substitute for required experience on a year-for-year basis.

Preferred Qualifications

- Master's degree in Higher Education Administration, Business Administration, Public Administration, Organizational Leadership, Facilities Management, or a related field preferred.
- Progressive senior leadership experience within university housing, auxiliary services, student affairs, facilities operations, or other large-scale operational environments.
- Experience leading complex organizations with responsibility for multiple programs, services, and operational functions.
- Experience with personnel leadership, financial oversight, organizational planning, resource management, and strategic decision-making.
- Experience leading organizational change initiatives, operational modernization efforts, strategic projects, and large, dynamic teams.
- Experience with crisis management, emergency response coordination, and significant operational decision-making in complex environments.
- Experience with enterprise systems, operational reporting, technology-supported business processes, and data-informed decision-making.
- Knowledge of facilities planning, maintenance operations, capital projects, construction, or renovation processes affecting large-scale operations.
- Understanding of higher education budgeting, financial planning, and pro forma development.
- Demonstrated ability to build collaborative partnerships and work effectively with senior leadership, campus partners, contractors, and external stakeholders.

