

Director UAA Shared Services

UAA Shared Services is a consolidated administrative service organization whose mission is to deliver efficient, effective, and customer-friendly administrative services to support the university's teaching, research, and public service missions.

Scheduled to launch in early 2021, UAA Shared Services will comprise a team of approximately 50 experienced administrative professionals from across the university's colleges and major divisions. With its work focusing on the university's financial, travel, procurement, and human resources activities, UAA Shared Services will initially perform current processes while setting priorities and protocols for major process improvement and customer service. The Director will provide critical leadership in building the UAA Shared Services Team, developing priorities and standards, overseeing the portfolio of process improvement projects and their implementation, and ensuring outstanding customer service.

Position Summary

This is a senior management position that will report directly to the Vice Chancellor for Administrative Services. Under long-range administrative direction, the individual in this position is responsible for overall leadership of a complex and mission-critical organization, including planning and goal setting, operational planning, personnel and financial management, establishment of the unit's norms and culture, and inter-departmental relationships. The director has broad impact on the administrative reputation of the university and will strongly influence the establishment of administrative procedures and policies. The director will lead a management team yet to be defined.

This is a professional administrative management position appointed at a full-time equivalence (FTE) of 100%. Some evening and weekend work is required. This position is located in Anchorage, Alaska. Occasional travel to other locations within the state may be required.

Position Expectations

Provide overall leadership and direction to UAA Shared Services' management team and workforce

- Provide demonstrative leadership in the creation of a unique shared services culture within UAA.
- Work within UAA's administrative leadership team to be a thought partner in campus-wide administrative services strategy, policy and opportunity gathering.
- Participate in campus-wide strategic planning and provide advice on strategic plans.
- Develop shared services plans and priorities in support of campus goals.
- Represent UAA Shared Services on task forces and committees.
- Communicate and build relationships with college/divisional leaders and functional experts in the areas of fiscal management, travel, procurement, and human resources.
- Communicate UAA Shared Services plans, priorities, and activities within the UAA community.
- Meet with customer groups periodically to gather customer service feedback and address issues.
- Establish standards for UAA Shared Services identity and service philosophy.

Position Expectations (cont'd)

Service communication, identification, and development

- Work with the UAA Shared Services management team, university leaders, and others to identify needs and priorities. Lead the creation of service development plans. Update service plans periodically.
- Identify and execute upon opportunities to standardize forms and procedures. Incorporate automation as appropriate to enhance efficiency.
- Work collaboratively with UAA leadership, UA System, Board of Regents, and State of Alaska officials to influence appropriate administrative policy changes and implement valuable process improvements.
- Research service models in peer organizations, especially higher education institutions. Lead the identification, selection and implementation of best practices in university shared services.
- Oversee the creation and deployment of a service development and continuous improvement methodology that ensures transparency and institutional input.
- Support a culture of continuous process improvement, including workflow automation, that optimizes both customer experience and efficiency.
- Ensure effective communication strategies which foster a culture of customer satisfaction.

Manage service delivery

- Establish performance metrics, goals, and monitoring tools.
- Develop, implement and lead a continuous improvement program, including the use of automation to gain efficiency and improve customer satisfaction.
- Ensure compliance with internal controls and auditing standards. Establish internal auditing and proper separation-of-duties procedures.
- Monitor, interpret, and act upon accountability results.
- Manage the UAA Shared Services interface with other state-wide and campus central services to ensure optimal customer experience.
- Oversee the development of effective training solutions for end-users and UAA Shared Services employees.

Manage UAA Shared Services unit and workforce

- Plan workforce needs with the involvement of sub-unit managers.
- Ensure strong and comprehensive onboarding support and training so that all employees share a strong sense of team and emulate the spirit of customer service.
- Create budget and staffing plans for UAA Shared Services, in cooperation with the UAA Budget Office.
- Conduct performance evaluations, provide mentorship and feedback, and ensure recruitment strategies to meet the unit's needs.
- Create and maintain a culture of customer service and quality improvement.
- Provide functional guidance and leadership to university employees who report directly to colleges and divisions and serve in administrative support roles.

Minimum Qualifications:

- Master's degree in business or related field from an accredited institution. A bachelor's degree and extensive professional experience applicable to the job may be considered.
- Six years of progressively responsible management experience in administrative services. Comparable professional experience may be considered.

Preferred Qualifications

- Experience working within a higher education environment.
- Experience working within a consolidated shared services unit.
- Experience working within a complex financial environment in a public institution.

Knowledge, Skills and Abilities

- Exceptional interpersonal skills, including the ability persuade, influence, and communicate effectively with leaders at all levels of the university, including deans, directors, vice chancellors, and leaders at the UA statewide office.
- Extensive knowledge of internal controls, business ethics, and information security principles and practices.
- Understanding of organizational and workforce behavior, including strong skills in conflict management and resolution.
- Demonstrated ability to think systemically, holistically, and strategically, in bringing effective solutions that meet university needs.
- Detailed knowledge of transactional processes in finance, travel, procurement, and human resources activities.
- Excellent planning and organizational skills with the ability to handle multiple complex priorities simultaneously.
- Demonstrated ability to work independently and under long-range administrative direction.
- Ability to perform fluently in a digital environment, including regular use of virtual meeting environments, Microsoft Office, Google technology tools, and a variety of enterprise technologies.



To Apply

To apply for this position, please submit the following:

- Current CV/resume
- Cover letter addressing the applicant's experience and qualifications as they relate to the position description
- Three professional references (name, relationship, email address, and phone)

Applications must be submitted using the UA website:

<https://careers.alaska.edu/en-us/job/516232/director-shared-services>

Review of applications will begin on **February 12, 2021**. The position is open until filled. However, to ensure your application is fully considered, submit all required documents by **11:55pm Alaska Standard Time, February 11, 2021**. Applications and Documents received after this date may not be considered.

This is a full-time position, Grade 84, minimum annually \$89,169.60, with [UA employee benefits package](#).

General information about UAA may be found at www.uaa.alaska.edu.

Reasonable Accommodation Statement

The University of Alaska (UA) is responsible for providing reasonable accommodations to individuals with disabilities throughout the applicant screening process. If you need assistance in completing this application or during any phase of the interview process, please contact UA Human Resources by phone at 907-450-8200.

Affirmative Action Statement

UA is an AA/EO employer and educational institution and prohibits illegal discrimination against any individual: www.alaska.edu/nondiscrimination

Background Check

The successful applicant is required to complete a background check. Any offer of employment is contingent on the background check.

Public Disclosure Statement

Your application for employment with the University of Alaska is subject to public disclosure under the Alaska Public Records Act.

Training Policy

It is the policy of the University of Alaska (UA) that all employees are required to complete training to meet the requirements of the positions they hold, and to complete the required training within a specified period to remain employed at the UA.

Contact Information

If you have any questions regarding this position, please contact University of Alaska HR at 907-450-8200.

University of Alaska is a Drug-Free Workplace. University of Alaska campuses are Tobacco-Free.