

Student Union Assistant Director

Job Code: 7270

Salary Grade: S09

FLSA Status: Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Directs student union operations, balancing daily facility management with strategic planning. Directs staff, oversees budget allocation, and develops policies that enhance the student union experience.

- Administers and manages the university's centralized scheduling system, including system architecture, room configurations, resource allocation, integrations, upgrades, and vendor relations.
- Leads strategic planning and implementation of university-wide scheduling processes across multiple campuses and coordinates custom system enhancement projects.
- Oversees all facets of campus scheduling and reservation operations, including event coordination, approval workflows, service delivery, and supervision of reservation services staff.
- Serves as liaison between campus stakeholders, building operations, reservations teams, security services, and external partners to support campus events, special initiatives, and gameday operations.
- Coordinates university event processes through the OU Reserve system, including Special Events Requests and related operational workflows.
- Develops and implements process improvements, policies, procedures, and business continuity plans to enhance operational efficiency and compliance.
- Maintains system security, connectivity, and functionality in collaboration with campus technology, security, and SoonerCard services.
- Recruits, hires, trains, supervises, and evaluates full-time staff and student employees supporting scheduling, event operations, and Welcome Center services.
- Develops staff schedules, assigns work responsibilities, and coordinates professional development and training opportunities.
- Maintains departmental operational records, training materials, employee documentation, inventories, timekeeping, and evaluation records.
- Administers the Oklahoma Memorial Union Board of Trustees (UBOT) Scholarship program, including coordination, reporting, and committee support.
- Develops and evaluates departmental assessment metrics, prepares operational and financial reports, and collaborates with leadership on strategic initiatives, space planning, and program development.
- Assists in the preparation and management of departmental budgets, forecasting, and resource planning while ensuring compliance with institutional policies and operational standards.
- May represent the department on university committees and cross-functional initiatives related to special events, emergency operations, and campus planning.
- Oversees facility technology systems and operational platforms, including digital signage, scheduling tools, website content management, surveys, access control systems, kiosks, and network-connected devices.

Minimum Qualifications

Education:

- Bachelor's degree in higher education administration, business administration, hospitality management, or a related field

Experience:

- 6 years of experience in event operations, campus scheduling, student union administration, facilities management, or related

Certifications or Licenses:

- None



JOB DESCRIPTION

The UNIVERSITY of OKLAHOMA

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge of enterprise scheduling or SaaS platforms (e.g., Mazévo or similar systems)
- Strong organizational, analytical, and problem-solving skills
- Ability to manage complex operations and implement process improvements
- Effective communication and interpersonal skills
- Ability to collaborate with cross-functional campus partners

Working Conditions

- Standard office environment with frequent interaction in event and facility spaces
- Occasional evening and weekend hours to support events and operations

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