

May 20, 2018

Cindy Diederich
Assistant Director/Human Resources
K-State Student Union
918 N. 17th Street
Manhattan, KS 66506

Re: Executive Director, K-State Student Union

Dear Search Committee:

As an alumnus of Kansas State University, with great enthusiasm, I submit this letter of application to become the next Executive Director of the K-State Student Union. I am excited about the opportunity to return to the campus living room where I discovered my passion for the student union profession. As true for many of my fellow Wildcats, the K-State Student Union served as my connection to the Kansas State University community and played a critical role in my development as a student. Based on my professional experience and as a member of the K-State family, I am uniquely prepared to lead the K-State Student Union team towards achieving its mission to be the center of the campus community and foster an environment that promotes respect for all people.

I have obtained a Master of Science degree in College Student Personnel with an emphasis in Administration at Kansas State University. I served as a Graduate Assistant UPC Program Coordinator and Building Manager for the K-State Student Union. This experience provided me the opportunity to ensure successful program execution and daily facility operations. The skills I gained as a graduate assistant helped me build a strong foundation for pursuing my future as a student union professional.

I currently serve as the Associate Director of the 316,000 square foot Iowa State University (ISU) Memorial Union. The ISU Memorial Union has undergone 11 renovations and additions since opening its doors 90 years ago in 1928. I have an opportunity to lead a team of approximately 30 talented and passionate facilities, event planning and customer service professionals. Our team takes pride in providing a safe, clean, and comfortable space for students to engage in their extra and co-curricular experience. My areas of responsibilities include the custodial team, facility maintenance team, technology services, event management office, parking services, information desk, and building manager program. I also oversee an annual capital renewal and project budget of \$1.2 million to ensure efficient and safe operations of facility mechanical, electrical, HVAC, roofing, and plumbing systems. Most recently, I lead the effort to secure funding for an \$11 million renovation and capital renewal project to be completed in 2021 with the support of a student fee.

As a leader in my department, I also have the privilege of overseeing the following:

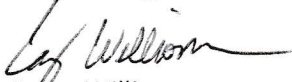
- Departmental assessment initiatives
- Student employee development program for over 160 staff
- Project management
- Sustainability initiatives
- Safety and security planning

During my tenor at Iowa State University, I've had the unique experience of serving as the Interim Director of the ISU Memorial Union for almost two years before hiring the current director. In addition to the duties of the Associate Director position, I also oversaw the Student Activities Center with over 900 student organizations, Student Union Board, Leadership and Service Programs, marketing initiatives and the business functions within the department. During my time as interim director, I oversaw the planning and implementation of a \$6 million budget. I facilitated a comprehensive review of all ISU Memorial Union building occupant agreements that resulted in approximately \$400,000 additional annual revenues. As Interim Director, I served as an ex-officio member of the ISU Memorial Union Board of Directors to inform and advise the committee on critical matters concerning the programs and facilities. As a direct report to the Senior Vice President of Student Affairs, I served on the executive cabinet within the division and other campus-wide committees. Although I did not apply for the Directors position after much encouragement to do so, this opportunity served as an invaluable experience that has prepared me to take on the challenges and opportunities described within the announcement for the Executive Director of the K-State Student Union.

My combination of more than a decade of progressive experience within the student union profession and genuine affinity for the programs and facility make me an excellent fit to become the next Executive Director of the K-State Student Union. I bring a unique combination of knowledge, experience, and passion you seek in a leader for this position.

I have attached my resume for your review. Thank you for your time and consideration. You may reach me at 515-203-9402 or by email at cdw438861@yahoo.com.

Respectfully,



Corey Williamson

Corey D. Williamson

Ames, IA 50014 | 515-203-9402 | cdw438861@yahoo.com

EXECUTIVE SUMMARY

- 12 years of progressive experience implementing and applying union philosophy while maintaining a safe and welcoming environment
- Lead departmental executive leadership team to foster collaborative decision-making processes
- Facilitated budget management strategies based on the division, university, and state priorities
- Negotiated tenant agreements that resulted in increased revenues to support facility capital renewal efforts
- Maintained and created inclusive spaces such as the Multicultural Center, gender inclusive restrooms and reflection spaces
- Advised and provided reports to governance boards of campus stakeholders including students, faculty, staff, alumni, and administration

EDUCATION

Master of Science in Counseling and Student Development

Kansas State University, Manhattan, KS

Spring 2006

Bachelor of Science in Kinesiology

Kansas State University, Manhattan, KS

Spring 2003

PROFESSIONAL EXPERIENCE

Associate Director/ Interim Director

Iowa State University (ISU) Memorial Union, Ames, IA

2012- Present

Interim Director

2015-2017

- Lead 316,000 square- foot ISU Memorial Union organization with 2 million annual visitors including students, faculty, staff, alumni, and guest
- Managed \$6 million annual budget while developing strategies necessary to enforce the fiscal strength of the Memorial Union
- Supervised 8 fulltime direct reports and approximately 50 indirect reports while providing opportunities for team members to improve their skills
- Facilitated strategic planning activities to enhance the student experience at Iowa State University
- Advised the Memorial Union Board of Directors of the challenges and potential solutions impacting daily operations
- Fostered collaborative relationships with building occupants to provide high-quality services while prioritizing the customer experience
- Evaluated all facilities, programs, activities, products, services, and tenant relations within the Memorial Union
- Negotiated rental agreements with all building occupants that resulted in approximately \$400,000 in increased revenues

- Supported the daily functions of the Student Activities Center that provide opportunities for students to be successful while challenging students to be independent and responsible learners
- Served as a contributing member of the Division of Student Affairs Cabinet as a direct report to the Senior Vice President of Student Affairs
- Applied ISU Principles of Community to ensure a safe and welcoming environment for all members of the community
- Acted as official spokesperson on behalf of the Memorial Union when addressing controversial topics and issues impacting Memorial Union programs and services

Associate Director

2012- Present

- Planned and executed the Iowa State University Memorial Union facilities maintenance program to ensure all areas were maintained to the highest standards
- Implemented student staff development program for 160 student employees to meet the customer service and operational needs of the Memorial Union
- Collaborated with appropriate departments and contractors to secure needed services for facilities operations and maintenance
- Analyzed assessment initiatives for the Memorial Union and Student Activities Center to improve programs and services
- Managed \$1.2 million annual capital renewal budget to address mechanical systems replacement, upgrades, and facility remodel projects
- Championed "green" and sustainability initiatives intended to improve facility efficiencies, reduce energy usage and produce cost savings
- Oversaw 620 stall parking ramp operation with an annual revenue of \$700,000 to support daily Memorial Union operation
- Directed information technology and audiovisual services within the Memorial Union to foster effective work environment for staff and conference services
- Coordinated security and emergency management procedures and protocols to ensure safety for all visitors and occupants of the Memorial Union
- Supported Event Management Office that facilitates over 9,000 annual programs, events and meetings within the Memorial Union and campus grounds
- Served as the advisor of Iowa State University Student Government with \$2.3 million allocations to enhance the Iowa State University student experience

Associate Director of Programs

2010- 2012

Joe Crowley Student Union, Reno, NV

- Oversaw all programming, facility scheduling, technology, and marketing efforts of the Joe Crowley Student Union
- Developed programming and marketing budget as well as revenue management from conferencing/event planning operation
- Implemented scheduling rate structures, billing, and collection designed to maximize revenue within Nevada System of Higher Education (NSHE) strict monetary guidelines
- Directed facility assessment efforts to enhance services, formulate innovative solutions and effectively allocate resources of finances, equipment, and personnel

- Supervised the Joe Crowley Student Union Reservations' staff that handles approximately 10,000+ requests a year with highly complicated logistics to ensure high-quality customer service
- Maintain effective communication with building tenants including retail vendors and campus departments

Coordinator of Operations

2006 - 2010

University of Akron Student Union, Akron, OH

- Provided leadership, strategic direction, policies and project management for the 200,000 square foot Student Union facility to provide quality service to facility constituents
- Evaluated student support staff, full-time custodial staff, and graduate assistant to ensure proper facilitation of building policies and procedures
- Trained over 30 student employees of diverse backgrounds to provide student development and practical learning opportunities
- Coordinated daily operations of the Student Union to make certain all events accomplished desired objectives
- Oversaw a comprehensive emergency and crisis management plan, to ensure the safety of Akron Student Union visitors
- Managed a budget in excess of \$210,000 to ensure the best services were provided to all Akron Student Union visitors

Building Manager

2005 - 2006

K- State Student Union, Manhattan, KS

- Performed daily facility inspections to provide students with a safe, attractive, and clean environment
- Managed day and night shifts along with closing and securing the building
- Coordinated day-to-day facility setups with building custodial and student staff to ensure customer satisfaction
- Operated portable sound systems, lighting systems, multimedia equipment and standard A/V equipment per customer specifications
- Revised and updated facility policy and procedure manual to establish the proper protocol for various circumstances that may transpire within and around the facility

UPC After Hours Coordinator

2004 - 2005

K- State Student Union, Manhattan, KS

- Provided weekly alternative late-night programming for college students of all nationalities seeking entertainment in a non-alcoholic and safe environment
- Managed programming budget of \$66,000 to provide entertainment, food, advertising, and creative arts projects
- Served as the formal advisor for student committee members and encouraged student development
- Supervised events from start to finish (7:00 pm- 2:00 am) to ensure program success and participant safety

COMMITTEE INVOLVEMENT

- Black Faculty and Staff Chair, ISU
- Faculty and Staff Affinity Council Member, ISU
- Gold Star Hall Committee Ex-Officio, ISU
- Inclusive Excellence Award Committee Member, ISU
- Student Innovation Center Taskforce Member, ISU
- Transportation Advisory Council Member, ISU
- Memorial Union Sustainability Committee Member, ISU
- Student Affairs Assessment Committee Member, ISU
- Iowa State University Student Wellness Committee Member, ISU
- Student Affairs Diversity and Inclusion Committee Co-Chair, ISU
- Memorial Union Board of Directors Ex-Officio, ISU
- Iowa State University Student Government Advisor, ISU
- Student Life Strategic Plan Co-Chair, UNR

COMPUTER APPLICATIONS

- Microsoft Office 365 products - Word, Excel, PowerPoint, Teams, Planner, OneNote
- Event Management Systems (EMS)- space scheduling software
- Meeting Matrix (MM)- space diagraming software
- When To Work- employee scheduling software
- TMA Systems- maintenance management software
- Skidata- parking services software