



UTSA[®]

The University of Texas at San Antonio[™]

Executive Director of Total Rewards

2022

Executive Director of Total Rewards

Leadership Profile

THE OPPORTUNITY

The University of Texas San Antonio (UTSA) seeks an outstanding leader to serve as its next Executive Director of Total Rewards (ED). Reporting to the Associate Vice President for People Excellence (AVP), the ED will oversee the strategic direction, administration, and delivery of compensation programs, the Employee Assistance Program (EAP), wellness, and the Employee Services shared service team to ensure a positive and employee-centric total rewards brand. The ED will also set the strategic direction for delivery, communication, and service of UTSA benefits provided through the University of Texas System (UT System). They will oversee the full range of total rewards programs and key processes, managing associated schedules and communications.

The ED will be adept at decision making, possess strong business acumen, be strategic, and will have comfort dealing with ambiguity. They will enjoy mentoring and developing talent while managing a team of 13 people through 4 direct reports. The ED will possess eight years of professional experience in human resources or relevant experience. They will have demonstrated experience in relationship building with all levels of leadership and overseeing employee relations investigations. Team building and mentoring will be important. Experience in a higher education setting is preferred. The ED will work in a hybrid work modality with availability to travel to campus, as necessary. They will possess a Bachelor's degree in Human Resources, Business, or related field from an accredited institution. A Master's degree in Human Resources or related field is preferred as is SHRM-CP/SCP, HRCI-PHR/SPHR, or other relevant certification.

OPPORTUNITIES AND EXPECTATIONS FOR LEADERSHIP

Making UTSA a Best Place to Work: Underpinning the work of the ED will be the expectation that People Excellence's key priority is making UTSA a best place to work. With this core value in mind, the ED will:

- Create a customer service-oriented culture within Total Rewards so units within UTSA leverage Total Rewards for strategic and consultative counsel. Immediate priorities will be to improve responsiveness and turnaround time of requests and streamline processes, automating manual work and providing training for employees.
- Provide UTSA leadership with data-driven forecasting that will inform staffing related decisions.

- Work toward greater standardization of job classification and compensation bands that will lead to clarity and consistency of Total Rewards across UTSA.
- Align Total Rewards with career pathing efforts within People Excellence. Assess current salary ranges and ensure they are progressive and aligned with job and career growth.
- Highlight and amplify non salary related total rewards.
- Provide strategy and guidance around Wellness programs that are funded by the UT System that create more robust wellness offerings and programs for employees.

Committed Leadership Team: The ED will have the opportunity to work with a leadership team that is deeply committed to a successful People Excellence operation.

Building Trust, Providing Best in Class Service: The ED will have a service orientation, with the ability to build trust across the campus. A significant opportunity to add value to the organization, and to fill the gap between what the customers from across campus look to People Excellence, and this unit in particular, to provide.

CORE RESPONSIBILITIES

- Develop and execute strategy and guiding principles for total rewards including compensation, employee assistance, benefits, wellness, and employee shared services.
- Develop annual budget projections for all rewards programs.
- Manage all third-party vendors for compensation, wellness, EAP, and employee shared services, coordinating with UT System on programs administered centrally.
- Expand and enhance Employee Services capabilities to manage an increased number of inquiries, including accurate ticketing and tracking capabilities using existing technologies, to ensure service and resolution goals are achieved.
- Ensure and oversee systematic audit for Total Rewards programs.
- Direct the appropriate HR technology solutions and participate in technology programming and upgrade testing.
- Oversee and guide the total rewards program to ensure goals are attained and service improved.
- Direct leaders to foster regular, open, and ongoing communications through structured checkpoints with HR business partners and other key stakeholders to obtain feedback on service and provide summary updates on value delivered.
- Provide guidance on complex matters and serve as a subject-matter expert in areas of focus.
- Interpret policy and procedure in areas of focus and provide recommendations to Associate Vice President; stay current on changing regulatory or system requirements.

- Participate in strategic planning with respective departments within People Excellence team to drive accomplishment of current and future business goals.
- Drive change through process improvement and metrics-driven leadership. Develop and manage metrics scorecard for functional s and analyze for key issues and trends. Partner with key stakeholders to develop strategies and solutions.
- Build and leverage relationships across UTSA to drive change.
- Coach and advise leaders and managers on employee and organizational issues within areas of focus.
- Responsible for establishing and implementing strategic short and long-range programs to improve retention and engagement of employees
- Evaluate and manage compliance risk within areas of focus.
- Leverage business acumen and client understanding to develop services, processes, programs, or tools that support client and institutional talent, positive workplace climate, and strategic goals.
- Demonstrate UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration, and Innovation.

EDUCATION & CERTIFICATIONS

- Bachelor's degree in Human Resources, Business, or related field from an accredited institution; Master's degree in Human Resources or related field preferred.
- SHRM-CP/SCP, HRCI-PHR/SPHR, or other relevant certification also preferred.

PROFESSIONAL EXPERIENCE AND PERSONAL QUALITIES

- 8 years of professional experience in human resources or relevant experience.
- Demonstrated experience in relationship building with all levels of leadership and overseeing employee relations investigations.
- 4 years of people leadership experience in building, managing and/or developing high performing teams.
- Preferred experience in higher education setting; experience with shared services and with Peoplesoft, a plus.
- Excellent written and verbal communication skills.
- Proven people leadership and capability in building and leading high-performing teams.
- Strong collaboration skills and the ability to work effectively with leaders and practitioners at all levels.

- Ability to drive strategy, work with data and analytics, and demonstrated capability formulating and implementing effective and creative strategies.
- Ability to coach and mentor.
- Ability to facilitate problem solving and approach client issues from a solution-oriented stance.
- Ability to assess and prioritize risks and issues and evaluate competing needs.

THE UNIVERSITY OF TEXAS AT SAN ANTONIO



UTSA is a nationally recognized, public, urban serving university with core areas of expertise in cyber, including cybersecurity and computation and informatics; health, including brain health and bio-regeneration; social-economic transformation and fundamental futures. It is the largest university in the San Antonio metropolitan region, with more than 34,000 students, and the third largest of eight academic universities and five health institutions within The University of Texas System.

UTSA is rising to new heights as one of approximately 20 universities nationwide that are designated as Hispanic Serving Institutions and hold a prestigious Tier One classification for research excellence. As an institution of learning and discovery, UTSA embraces multicultural traditions and its nearly 1,400 faculty members and more than 2,400 staff members are highly focused on student success and meeting the educational needs of first-generation, transfer, DACA, veteran and international students.

As part of UTSA President Taylor Eighmy's exciting vision to transform UTSA into San Antonio's university of the future, UTSA aspires to become a model for student success, a great public research university, and an exemplar for strategic growth and innovative excellence.

The university prides itself on its diverse student population. More than 60% of UTSA students are from underrepresented groups and nearly half (45%) will be the first in their families to earn a bachelor's degree. Additionally, transfer students comprise about 38% of UTSA's total undergraduate population and approximately 16% of the university's students are military affiliated. This includes active-duty military members, veterans, reserves/guard, and their spouses and dependents.

UTSA advances knowledge through research and discovery, teaching and learning, community engagement and public service. It serves as a center for intellectual and creative resources as well as a catalyst for socioeconomic development and the commercialization of intellectual property—for Texas, the nation, and the world.

The university delivers high quality academic programs, impactful research activity and community engagement at two primary locations:

- The 600-acre Main Campus is the hub of UTSA and home to students nearly every hour of the day and night. It includes the Carlos Alvarez College of Business, Margie and Bill Klesse College of Engineering and Integrated Design, Honors College, College of Liberal and Fine Arts, College of Sciences, University College and part of the College of Education and Human Development. It is also home to the Student Union, the Convocation Center, more than 350 student organizations, residence halls, two libraries and research laboratories and core facilities. The adjoining Park West Athletics Complex sits on 125 acres near the Main Campus and features a soccer stadium and a track and field complex.
- The Downtown Campus, located in the heart of San Antonio's business, social and cultural scenes, offers undergraduate and graduate degree programs in the College for Health, Community and Policy and College of Education and Human Development. Many of the university's community outreach programs and extended education offerings are located at this urban campus, which serves as a convenient location for community-wide events.

The UTSA Institute of Texan Cultures, located at the university's Hemisfair Campus, produces exhibits, cultural festivals, community events, teacher trainings and other programs examining and celebrating culture in Texas. As a Smithsonian Affiliate, the Institute hosts exclusive artifacts and educational programs from the Smithsonian Institution for the benefit of the people of Texas.

UTSA is ranked among the top five young universities in the United States, has been recognized as the No. 1 Hispanic Serving Institution in the nation by Bloomberg Businessweek for its graduate program in business and is home to the top cybersecurity program in the nation according to a survey by Ponemon Institute. At the same time, UTSA is included in Hispanic

Network Magazine's "Best of the Best" rankings of U.S. universities and is among an elite group of U.S. universities to hold the Carnegie Foundation's Community Engagement Classification.

PRESIDENT TAYLOR EIGHMY



Appointed in 2017, Eighmy is the sixth president of The University of Texas at San Antonio. He is a strong advocate for urban serving, public higher education and is passionate about UTSA's role in developing San Antonio's knowledge economy. He brings a strong track record of advancing top research universities through strategic government collaborations, public-private partnerships and community engagement. His experiences as an administrative leader, researcher, inventor, and engineering professor have influenced his perspective as a champion of student success, particularly regarding the impact of experiential learning and undergraduate research programs. His bold, 10-year vision is propelling a new era of growth for UTSA, making it an exciting time to be a roadrunner.

More information about the UTSA Senior Leadership Team can be found [HERE](#).

ABOUT UTSA'S OFFICE OF PEOPLE EXCELLENCE

UTSA's Office of People Excellence, part of UTSA Business Affairs, is a robust and strategic human capital function that supports the University's mission by providing departments a strategic framework that includes HR solutions, workplace policies and guidelines, recruitment, employee development training classes, competitive benefits, and other services that assist University staff. Learn more about the [Business Affairs Strategic Plan](#) or view the People Excellence [organizational chart](#).

ABOUT SAN ANTONIO, TEXAS

San Antonio is the seventh largest city in the United States with a thriving economy based on new energy, bioscience/health care, aerospace/aviation, military, financial services, information technology and cybersecurity, and tourism. It is recognized worldwide as the home of The Alamo and the Riverwalk. The city is celebrating growth and a rich, forward-looking culture, and is a place of inclusiveness. In 2018, San Antonio celebrated the 300th anniversary of its founding by Spanish missionaries.

San Antonio provides an environment where professional satisfaction and career achievement are paired with optimal quality of life. It is a city that celebrates its rich heritage yet is progressive in embracing the future. With areas such as the beautiful Pearl and Southtown,

revitalized and revamped for urban space, as well as their celebrated historical spaces. This is a city that fosters entrepreneurial growth, co-working spaces, and accelerators/incubators – environments that encourage building foundations for business, and a business-friendly economy. San Antonio residents benefit from no state income tax and access to scenic pathways across the city to museums and art galleries, history, culture, performing arts, theme parks, family fun, dining and nightlife, festivals and events, shopping, sports, and year-round outdoor lifestyle.

AGB SEARCH CONTACTS

Please direct nominations and inquiries to the individuals below.

Ms. Monica Burton, Principal
monica.burton@agbsearch.com
(917) 825-2961

Dr. Margaret “Peggy” Plympton, Principal
margaret.plympton@agbsearch.com
(484) 554-4542

NOMINATIONS AND APPLICATIONS

For full consideration, applications should be received by **June 10, 2022**. The review committee will continue its work until an appointment is made.

Candidates should provide:

- A letter of interest stating how their experience and qualifications connect with the required/preferred characteristics and priorities expressed in the leadership profile,
- A curriculum vitae, and
- The names and contact information of five professional references. References will not be contacted without prior authorization from the applicant.

Application materials and nominations should be sent electronically to:

UTSAED@agbsearch.com

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

As an equal employment opportunity and affirmative action employer, it is the policy of The University of Texas at San Antonio to promote and ensure equal employment opportunity for all individuals regardless of race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability or genetic information, and veteran status. The University is committed to the Affirmative Action Program in compliance with all government requirements to ensure nondiscrimination. Women, minorities, people with disabilities and veterans are encouraged to apply. UTSA campuses are accessible to persons with disabilities.