

Theresa Coleman-Kaiser

Associate Vice President for Administration

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EDUCATION

- Marylhurst University. M.B.A. General Management.
- University of Iowa – Henry B. Tippie College of Business. B.B.A. Concentration in Human Resources.
- Marshalltown Community College. Business Concentration. Phi Theta Kappa. (*Transferred to University of Iowa*)
- Hawkeye Institute of Technology (*now Hawkeye Community College*). Certificate. Medical Transcription & Medical Office Mgmt.

PROFESSIONAL EXPERIENCE

Associate Vice President for Administration, *Michigan Technological University, Houghton, MI (May 2015-Present)*
Provide leadership and strategic direction to ensure quality service and fiscal responsibility in Auxiliary and Administrative areas of the University. Provide support to create a global technological university that educates students, advances knowledge, and innovates to improve the quality of life and to promote respect and equity for all people. Areas of oversight include auxiliary services, public safety and police services, housing, A.E. Seaman Mineral Museum, transportation services, facilities operations, environmental health and safety and the shared services business support center for Administration.

Assistant Vice President for Administration, *Michigan Technological University, Houghton, MI (October 2011–May 2015)* Provide leadership and strategic direction to ensure quality service and fiscal responsibility in Auxiliary and Administrative areas of the University. Areas of oversight included performing arts center, golf course, ski hill, bookstores, student union, dining services, public safety and police services, ticketing operations, child development center, human resources and campus-wide continuous improvement using Lean principles.

Interim Director of Human Resources, *Michigan Technological University, Houghton, MI (September 2012-September 2013)*. Temporary assignment during a transitional phase. Maintained other duties while filling this role.

Director of Auxiliary Services, *Michigan Technological University, Houghton, MI (April 2010-October 2011)*. Responsible for directing the diverse campus operations of the performing arts center, golf course, ski hill, bookstores, campus card operation, ticketing operations, child development center, student union and dining services. Provided overall leadership and strategic direction to ensure quality service and maximize revenue.

Interim Director, Rozsa Center for the Performing Arts, *Michigan Technological University, Houghton, MI (September 2009-January 2010)*. Oversaw operations of the performing arts center, programs, and activities while a search for a new Director was being conducted. Interim additional job assignment running concurrently with other responsibilities.

Director, Memorial Union and Rozsa Center Operations, *Michigan Technological University, Houghton, MI (July 2004 – April 2010)*. Responsible for several auxiliary service areas including merchandising operations/bookstore, residential and retail dining, student union, campus card operation, performing arts center, and child development center. Oversaw construction of Little Huskies Child Development Center and significant renovation of the Memorial Union Ballroom.

Assistant Director, Memorial Union, *Michigan Technological University, Houghton, MI (April 1999 – July 2004)*. Responsible for all operational, programmatic, and facilities functions of the student union including retail dining, catering, campus-wide vending, athletic concessions, bowling and billiards game room, and tenant relationships. Advisor to the student Memorial Union Board. Served in key role for development of Memorial Union facility master plan.

Director of Food Service, *University of Oregon, Erb Memorial Union, Eugene, OR (December 1994 – April 1999)*. Responsible for the university-operated and the outsourced student union retail dining, satellite retail operations and catering. Served in a key planning role for a \$5 million student union renovation.

Director of Food Service, *St. Norbert College, DePere, WI (January 1991 – December 1993)*
Responsible for all university-operated residential and retail dining, catering and campus one-card functions. Implemented campus-wide recycling program. Oversaw of all aspects of the Green Bay Packers professional football summer training camp including dining, housing, transportation, security and logistics.

Assistant Director of Dining Services, *Grinnell College, Grinnell, IA (August 1983 – January 1991)*
Progressive work experience with promotions from administrative assistant, to catering manager, dining hall manager, and assistant director of university-operated residential and retail dining and catering.

SELECTED ARTICLES AND PRESENTATIONS

“Striving for calm minds: Developing students, Improving Universities.” Engineering Lean & Six Sigma Conference of the Institute of Industrial and Systems Engineers, Atlanta GA, September 2018.

“Creating your own Personal Infrastructure.” National Association of College Auxiliary Services Central Region Conference, Chicago, IL, June 2014 and Michigan Technological University Professional Development Day, May 2014.

“Demystifying Leadership Standardized Work.” Michigan Lean Consortium Annual Conference, Traverse City, MI, August 2013.

“The Personal Touch: Connected Customer Service as a Marketing Tool for Auxiliary Retail Services”. *Association of College Unions International, ACUI Wire, December 2003.*

“CounterPOINT: Self-op”. *Association of College Unions International, The Bulletin, March 2003.*

KEY SKILLS AND ABILITIES

- Proven business, strategic, and financial acumen in higher education business operations.
- Facilities operational management including new construction and facilities renovations and renewal.
- Sustainability initiatives including recycling, procurement, and energy use.
- Continuous process improvement, coaching, and strategic alignment utilizing Lean principles.
- Contracted services, outsourcing evaluation, and the vendor liaison role.
- Budgeting and financial management. Purchasing and RFP development.
- Organizational development, labor/management relations, personnel development, job analysis and re-design.
- Disney Quality Service.
- FEMA Incident Command System for crisis response. ICS-100, 200, 300, 700, and 800 trained.

PROFESSIONAL MEMBERSHIPS AND LEADERSHIP POSITIONS

- Association of College Unions International (ACUI); Past Region 8 Leadership Team Member
- Keweenaw Economic Development Alliance (KEDA)
- Keweenaw Area Chamber of Commerce
- Michigan Lean Consortium (MLC). Board of Directors, Vice-Chair, Secretary 2015-2018, Volunteer Lean Greenbelt Coach for 2013 and 2014 Cohorts. Volunteer Facilitator for improvement work on the Michigan Department of Education Scorecard Metrics, 2013-2014, President’s Council Advisor 2018-2019, Leadership Track Mentor 2018-2019.
- National Association of College Auxiliary Services (NACAS), Achieved Certified Auxiliary Services Professional (CASP) Certification in December 2011. Served as Subject Matter Expert (SME) for CASP certification process, writing and vetting exam questions and participating in cut score determination process.
- National Association of College Stores (NACS)
- National Association of College and University Food Service (NACUFS); Past leadership roles include Regional President, Regional Publications Officer, Regional Conference Host Committee, National Conference Site Selection Committee, National Conference Showcase Committee, National Nominating Committee

SELECTED CAMPUS SERVICE ACTIVITIES (Michigan Technological University)

- Lean Continuous Improvement Senior Lean Facilitator and Campus Lean Implementation Leader
- Logistics Section Chief for campus crisis response Incident Command Team
- Lactation Center(s) Study Group Chair
- Summer Reading Facilitator for first year students
- Staff trip leaders for alternative spring break Appalachian Trail backpacking trip
- LGBTQ Safe Place Program Member
- Project Manager responsible for construction and provider selection for Little Huskies Child Development Center

COMMUNITY SERVICE AND VOLUNTEER ACTIVITIES

- Member, National Alliance for Mental Illness (NAMI), Families in Action Community Educator, NAMI – Keweenaw.
- Hiawathland Council Boy Scouts of America Volunteer; Copper Country District Award of Merit and Cubber of the Year Award, District Chair, Cubmaster, Council and District Camporee Coordinator, Cub Day Camp Director, and Merit Badge Day Chair.
- Little Brothers Friends of the Elderly Holiday Meal Service Volunteer.