



Associate Director of Business and Human Resources

Northwestern University

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Closing Date:

Salary: \$63,079 to \$72,000

Description:

Under the administrative direction of the Senior Associate Director of Recreation, the Associate Director of Business and Human Resources supports the financial, administrative, and human resources operations of the department. This role ensures compliance with university, state, and federal policies while providing efficient oversight of payroll, purchasing, reporting, and HR processes. In addition, this position provides direct supervision and strategic oversight of the Assistant Director of Membership and Customer Experience, ensuring high-quality customer service, membership operations, and front-line staff management.

As a member of the Recreation Leadership Team, the Associate Director contributes to departmental strategy, decision-making, and operational planning to advance the mission, vision, and goals of Recreation.

*Willingness and ability to work a non-traditional schedule including evenings, weekends and holidays as required.

*Note: Not all aspects of the job are covered by this job description.

RESPONSIBILITIES:

- Recruit, hire, train, and supervise Assistant Director of Membership and Customer Experience, as well as Business Office temp employee.
- Provide strategic oversight of financial operations, including budgeting, purchasing, expense management, and compliance with institutional and departmental financial policies.
- Ensure accuracy and integrity of departmental accounting, reporting, and reconciliation processes.
- Oversee contractor and vendor payment structures, internal billing, and financial auditing to maintain operational efficiency.
- Process staff expense reports, purchase orders, and invoices on a weekly basis.
- Reconcile cash, check, credit card payments and internal journal vouchers on a weekly and monthly basis.
- Lead HR functions for the department, including temporary staff hiring, wage management, compliance monitoring, and employee record maintenance.
- Ensure adherence to university, state, and federal employment policies, including work-study

compliance and ERISA requirements.

- Serve as a key advisor to managers on HR processes, workforce planning, and policy interpretation.
- Supervise and mentor the Assistant Director of Membership and Customer Experience, providing guidance in customer service initiatives, membership operations, and staff development.
- Foster a collaborative and inclusive work environment, supporting professional growth and team success.
- Contribute to strategic decision-making and goal setting as an active member of the Recreation Leadership Team.
- Oversee financial, HR, and operational reporting for institutional, state, and federal requirements.
- Develop reports specific to the operational, financial, and risk related needs of the Department.
- Conduct audits and ensure compliance with policies related to payroll, Fusion software, Payment Card Industry (PCI) standards, and IRS reporting.
- Serve as the secondary manager for Fusion software, ensuring accurate system data, reporting, and operational efficiency.
- Report any concerns regarding staff performance, facility conditions, or member experiences in a timely manner directly to the Associate Director of Recreation Facilities and Operations.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Successful completion of a full 4-year course of study in an accredited college or university leading to a Bachelor's Degree in Business, Recreation, Physical Education or a related field or higher degree; OR appropriate combination of education and experience.
- Minimum 5 years of progressively responsibly leadership and administrative experience in budget management and human resources practices.
- Significant experience in accounting principles and procedures, budget management, financial statements, and financial systems, including financial accounting software.
- Demonstrated expertise in financial management, HR administration, and operational leadership.
- Supervisory experience with the ability to mentor and develop professional staff.
- Strong knowledge of HR practices, compliance requirements, and institutional policies.
- Proficiency in business management systems, HRIS, and membership/point-of-sale software (Fusion experience preferred).
- Excellent organizational, analytical, and interpersonal communication skills.
- Ability to work with independence, discretion, and sound judgment in sensitive or complex situations.
- Ability to effectively multi-task and prioritize the needs of diverse professional staff within a dynamic, fast-paced environment.
- Proven ability to build and maintain positive, collaborative relationships with colleagues, campus partners, and community members.
- Excellent organizational, analytical, and interpersonal communication skills.
- Knowledge of rules and regulations of the NCAA, Big Ten Conference and Northwestern University preferred.
- Ability to work cooperatively with others and effectively interact with diverse populations.
- Ability to establish engaging relationships within and across racialized and other marginalized communities.