

## RICHARD (CHIP) M. THOMAS II

### SENIOR DIRECTOR OF HOUSING & RESIDENTIAL SERVICES

**EXECUTIVE LEADERSHIP** ✦ **COMPLEX CHANGE MANAGEMENT** ✦ **TRAINING/PROFESSIONAL DEVELOPMENT**  
*Continuous Improvement* ✦ *Needs Assessments* ✦ *Strategic Planning/Budgeting*

An innovative student affairs administrator with experience leading organizations by providing expert university housing transformation services and cutting-edge technology solutions. Known for profoundly impacting performance through the design and deployment of successful housing and residence life programs for the reform, enhancement and advancement of students, staff, and organizational goals and objectives. Dedicated, results-driven leader with the exceptional ability to simultaneously manage change while creating and facilitating diverse housing operation solutions that exceed all departmental, division, and university expectations. Exceptional academic qualifications include a Doctor of Education in Higher Education Leadership – Student Success from Azusa Pacific University.

#### SELECTED HIGHLIGHTS

- Provide leadership and direction for a residential community that fosters student learning and development, contributes to a vital and engaged student experience, and promotes University's mission.
- Commitment to supporting student's needs from underrepresented populations; resiliency under pressure, de-escalation intervention skills; maintain a consistent record of building communities on college campuses and has a proven ability to effect change and drive continuous improvement of services to all constituents.
- Cultivate, coordinate, and assist in the development of student leadership and responsibility through programming and direct involvement with students.
- Possesses a solid background in delivering decisive, action-driven administrative leadership by demonstrating insight and proficiency in developing and streamlining departmental processes and procedures to help staff successfully navigate through their careers in the organization.
- Leads, inspires, and mentors staff. Establishes performance standards and cross department collaboration through guidance and evaluation to create the vision of the department to support the students and the university.
- Effectively managed a departmental budget of \$15M+ while overseeing 3K bed spaces and 800K square feet of space along with a team of 14 full-time staff and 105 student staff.
- Drove advancing professional and para-professional staff training in the areas of social justice, sustainability, campus relationships and dynamics and positive organizational change.
- Established long-range planning mechanisms while directing departmental operations, setting goals, overseeing the department budget, coordinating assessment efforts and establishing learning outcomes and implementation strategies for the department.

#### CORE COMPETENCIES

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|---------------------------------------|--------------------------|----------------------|
| ▪ Management Development              | ▪ Marketing/Branding     | ▪ Safety Protocols   |
| ▪ University Housing Development      | ▪ Project Management     | ▪ Vendor Relations   |
| ▪ Team Leadership/Supervision         | ▪ Program Management     | ▪ Customer Service   |
| ▪ Information Technology Advancements | ▪ Curriculum Development | ▪ Program Evaluation |

#### EDUCATION

##### **Azusa Pacific University, Azusa, CA: 2017**

*Doctor of Education in Higher Education Leadership – Student Success*

##### **Colorado State University, Ft. Collins, CO: 1995**

*Master of Science in Student Affairs in Higher Education*

##### **Colorado State University, Ft. Collins, CO: 1993**

*Bachelor of Science in Construction Management*

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**PROFESSIONAL EXPERIENCE**

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**Advance Auto Parts † Englewood, CO † 2014 – Present****Assistant General Manager**

- Administer exceptional customer service by providing knowledgeable information to customers on all products and possible solutions to complex issues in order to increase sales.
- Devise and implement innovative team building and retention initiatives while serving as the lead trainer to new employees on the procedures, processes and ideology of the corporation.
- Effectively handle a number of critical cost analysis and reporting tasks including successfully managing cash, overseeing opening and closing duties and fully supporting commercial sales.
- Establish key procedures for improving the organizational efficiency of the inventory process including supervising inventory control and managing callbacks, overstock, freight and returns.
- Drive price change control and store layout management to enhance sales opportunities.
- Consistently exceeds sales goals by 15% to 30% monthly
- Develop and integrate key policies and procedures while also driving increased risk management/quality control to ensure optimal business success.
- Proactively assess the business's technical initiatives, creating innovative solutions to drive business growth.
- Maximize profitability through superior customer service, effective and prompt communication and follow-up on all pending matters with the customer.
- Utilize superior communication skills to motivate staff and develop effective working relationships with peers, executives and clients.
- Address all employee performance problems promptly and directly in accordance with company personnel policies and procedures.
- Drive company profitability metrics, employee engagement and customer experience through change and innovation as a supportive leader.
- Implement best practices around store safety for employees and customers.
- Introduce productivity concepts through operations and conduct extensive training for all personnel.

**California State University † Monterey Bay, Seaside, CA † 2011 – 2013****Student Housing & Residential Life Director**

- Provided comprehensive direction and oversight for the Housing and Residential Education department's programs and services by implementing the growth and development of the student residential community/housing operations and assisting with the planning and expansion of residential facilities.
- Strategically recruited, selected, trained, supervised and evaluated 14 staff members to create the vision of the department to support the students and the university.
- Collaborated with university departments and senior administrators to create policies and procedures essential to campus activities functions while coordinating critical administrative processes related to housing contracts and other functions.
- Served as Judicial Appeals Officer for the Housing Conduct system.
- Maintained awareness and understanding of all federal, state, CSU, campus and University Corporation policies and procedures in order to effectively administer programs and services.
- Provided exceptional leadership and oversight in the administration of housing/residential services for students, internal and external camps/conferences and other users of the residential facilities.
- Created and introduced key policies on license agreements, meal plans for dining services, assignments procedures and maintenance/custodial operations.
- Effectively managed a departmental budget of \$15M+ while overseeing 3K bed spaces and 800K square feet of space along with a team of 14 full-time staff and 105 student staff.
- Created and managed residential communities utilizing best practices in student development and research to create engaging, living-learning environments
- Coordinated with the instructional Deans and Directors of Enrollment Management areas to develop services and strategies to enhance enrollment and retention in the living-learning communities in accordance with college goals.
- Collaborated with the University Sustainability Committee to coordinate efforts on "greener living environments."

**California State University † Monterey Bay, Seaside, CA † 2011 – 2013  
Student Housing & Residential Life Director (continued)**

- Developed and integrated a strategic housing enrollment management plan and coordinated with the campus enrollment management department to enhance and improve enrollment activities.
- Drove advancing professional and para-professional staff training in the areas of social justice, sustainability, campus relationships and dynamics and positive organizational change.
- Quickly responded to all emergency and crisis situations in order to provide a safe living and learning environment; served on the Crisis Management Team (CARE) with the Counseling Center staff, campus partners and University Police.
- Functioned as a college-wide Student Affairs representative with appropriate departments, staff and Chancellor's office, thoroughly preparing detailed reports as required by the Chancellor's office.
- Established long-range planning mechanisms while directing departmental operations, setting goals, overseeing the department budget, coordinating assessment efforts and establishing learning outcomes and implementation strategies for the department.
- Ensured efficient operations and programming along with the compliance with all relevant policies, procedures, standards and laws.
- Developed and introduced a creative marketing program to promote services and facilities to assist in retention and growth of housing to exceed adequate financial support for department operations.
- Ensured prompt student complaint resolutions regarding services, programs and general departmental interactions.

**Colorado Mesa University † Grand Junction, CO † 2005 – 2011  
Student Housing & Residential Life Director**

- Provided comprehensive direction and oversight for the Housing and Residential Education department's programs and services by implementing the growth and development of the student residential community/housing operations and assisting with the planning and expansion of residential facilities.
- Strategically recruited, selected, trained, supervised and evaluated 8 staff members to create the vision of the department to support the students and the university.
- Collaborated with university departments and senior administrators to create policies and procedures essential to campus activities functions while coordinating critical administrative processes related to housing contracts and other functions.
- Served as Judicial Appeals Officer for the Housing Conduct system.
- Maintained awareness and understanding of all federal, state, CMU policies and procedures in order to effectively administer programs and services.
- Provided exceptional leadership and oversight in the administration of housing/residential services for students, internal and external camps/conferences and other users of the residential facilities.
- Created and introduced key policies on housing contractual agreements, meal plans for dining services, assignments procedures and maintenance/custodial operations.
- Effectively managed a departmental budget of \$8.4M+ while overseeing 1.6K bed spaces and 780K square feet of space along with a team of 8 full-time staff and 100 student staff.
- Collaborated closely with the University Sustainability Committee to coordinate efforts on "greener living environments."
- Developed and integrated a strategic housing enrollment management plan and coordinated with the campus enrollment management department to enhance and improve enrollment activities.
- Drove advancing professional and para-professional staff training in the areas of social justice, sustainability, campus relationships and dynamics and positive organizational change.
- Quickly responded to all emergency and crisis situations in order to provide a safe living and learning environment.
- Established long-range planning mechanisms while directing departmental operations, setting goals, overseeing the department budget, coordinating assessment efforts and establishing learning outcomes and implementation strategies for the department.
- Ensured efficient operations and programming along with the compliance with all relevant policies, procedures, standards and laws.

**Colorado Mesa University † Grand Junction, CO † 2005 – 2011**  
**Student Housing & Residential Life Director (continued)**

- Developed and introduced a creative marketing program to promote services and facilities to assist in retention and growth of housing to exceed adequate financial support for department operations.
- Created and managed residential communities utilizing best practices in student development and research to create engaging, learning environments.
- Ensured prompt student complaint resolutions regarding services, programs and general departmental interactions.
- Provided comprehensive assistance in designing 3 multi-use residence halls including actively participating in numerous construction meetings for project completion.
- Effectively managed summer conference operations including scheduling, staffing and training of conference assistants and coordination of custodial services; oversaw 25 camps and conferences of approximately 4K participants with an annual budget of \$261K.
- Proactively drafted Mesa State College Sexual Assault and Alcohol/Drug Policies while acting as Housing Liaison to the Grand Junction Police Department and coordinating training with Residence Life Staff and the Grand Junction Fire Department.

**Colorado Mesa University † Grand Junction, CO † 1996 – 2005**  
**Student Housing & Residential Life Associate Director**

- Worked with Director of Housing to create and direct strategic planning of services/ programs.
- Ensured development and delivery of the residence life program, and worked with other university departments and service units to establish strategic partnerships to support residence student learning and development.
- Maintained awareness and understanding of all federal, state, CMU, campus and University Corporation policies and procedures in order to effectively administer programs and services.
- Provided exceptional leadership and oversight in the administration of housing/residential services for students, camps and other outside users of the residential facilities.
- Developed and integrated a strategic housing enrollment management plan and coordinated with the campus enrollment management department to enhance and improve enrollment activities.
- Quickly responded to all emergency and crisis situations in order to provide a safe living and learning environment.
- Ensured efficient operations and programming along with the compliance with all relevant policies, procedures, standards and laws.
- Developed and introduced a creative marketing program to promote services and facilities to assist in retention and growth of housing to exceed adequate financial support for department operations.
- Ensured prompt student complaint resolutions regarding services, programs and general departmental interactions.
- Served as Housing and Residence Life Student Conduct Officer.
- Successfully developed and maintained the Residential Life's Express Check Out system to increase efficiency.
- Effectively managed summer conference operations including scheduling, staffing and training of conference assistants and coordination of custodial services; oversaw 25 camps and conferences of approximately 4K participants with an annual budget of \$261K.
- Proactively drafted Mesa State College Sexual Assault and Alcohol/Drug Policies while acting as Housing Liaison to the Grand Junction Police Department and coordinating training with Residence Life Staff and the Grand Junction Fire Department.
- Functioned as a project manager for the creation of 3 student use computer labs within the residence halls ensuring the projects was completed on time and under budget while exceeding expectations.
- Organized and conducted college housing disciplinary grievance and sexual harassment processes including investigations, determining sanctions and coordinating judicial and grievance boards to ensure compliance with due process.

**COMMITTEE EXPERIENCE**

**California State University, Monterey Bay**

- Care Team – Student Action Team
- Design Committee – Student Housing
- Incident Command Committee
- Student Affairs Leadership Team
- Enrollment Management Council
- University Sustainable Council
- Resident Assistant Council

**Colorado Mesa University**

- Design Team – Bunting, Grand Mesa, North Ave, & Monument Halls
- College Center Design Team
- Student Action/Conduct Team
- CRA/RHA/Rappin '98 Advisor
- Grand Junction Police Department Liaison
- President’s Enrollment Management Council
- Student Handbook/Student Conduct Rewrite Committee

**ADDITIONAL CREDENTIALS**

<b>TECHNICAL SKILLS</b>	Microsoft Office: Word, Excel, PowerPoint, Outlook, Access, Publisher; Prezi, Google Mail, Google Docs, Google Forms, QuickBooks, Dropbox Banner, PeopleSoft, Adirondack Solutions: Housing Director, Conduct Coordinator, Conference Host
<b>CERTIFICATIONS/TRAINING</b>	<ul style="list-style-type: none"> <li>▪ IS-100HE Intro to ICS for Higher Ed:FEMA/Homeland NIMS Security Courses</li> <li>▪ IS-200.b - ICS for Single Resources and Initial Action Incidents: FEMA/Homeland NIMS Security Courses</li> <li>▪ ICS-300: Intermediate ICS for Expanding Incidents: FEMA/Homeland NIMS Security Courses</li> <li>▪ IS-700: National Incident Management System: FEMA/Homeland NIMS Security Courses</li> <li>▪ IS-907: Active Shooter: What You Can Do: FEMA/Homeland NIMS Security Courses</li> <li>▪ Applied Suicide Intervention Skills Training (ASIST): LivingWorks</li> </ul>
<b>AFFILIATIONS</b>	<ul style="list-style-type: none"> <li>▪ National Association of Student Personnel Administrators (NASPA)</li> <li>▪ American College Personnel Association (ACPA)</li> <li>▪ Association of College and University Housing Officers-International (ACUHO-I)</li> <li>▪ Association of Student Conduct Administration (ASCA)</li> </ul>
<b>VOLUNTEERISM</b>	<ul style="list-style-type: none"> <li>▪ Production Team Ministry - Shoreline Community Church</li> <li>▪ U12-U18 Head Coach, Assist Coach, and</li> <li>▪ U10-U18 &amp; High School Certified Soccer Referee</li> <li>▪ Production Team Ministry - Fellowship Church</li> <li>▪ Cub Scout Leader - Boy Scouts of America &gt; Cub Scouts</li> <li>▪ Volunteer Security - US Olympic Festival</li> <li>▪ Volunteer Bike Mechanic - Project ReCycle</li> </ul>
<b>INTERESTS/ACTIVITIES</b>	Jogging, Avid Bicyclist, Hiking, Family Time, Soccer, Traveling, Food, Reading

**Detailed Professional References Available Upon Request**

