

Columbia University Facilities and Operations **Vice President, Campus Services**

[Columbia University](#) seeks an outstanding leader to serve as its next Vice President, Campus Services (VPCS). Reporting to the Executive Vice President for University Facilities and Operations, the VPCS will provide strategic, operational, and financial leadership for a broad portfolio of auxiliary services that are central to the daily experience of students, faculty, staff, and visitors. Overseeing a complex, self-supporting enterprise spanning dining, housing, events, retail, transportation, and other essential services, the VPCS will drive innovation, operational excellence, and customer-focused service delivery while advancing the university's mission and fostering a vibrant, inclusive campus community.

Campus Services

[Campus Services](#) is a customer-focused and customer-facing division of Columbia University Facilities and Operations (CUFO) that provides essential services to the students, faculty, and staff who live, learn, or work at the university's historic Morningside campus and its growing Manhattanville location just north of Morningside, as well as to visitors to the university. It is a self-funding, revenue-generating auxiliary enterprise with a FY2026 budget of \$180 million.

Campus Services' portfolio includes [dining](#); [undergraduate residence halls](#); [catering and event management services](#); [student center and bookstore](#); [print](#) and [mail services](#); trademark licensing; and [transportation](#).

Campus Services is committed to the customer experience, continuous improvement, and its campus partnerships in order to promote a safe and hospitable environment for all members of the Columbia community.

[CUFO](#) supports the core educational and research mission of the university by maintaining a safe, beautiful, and functional campus environment, and by providing services and spaces for campus life and activity outside the classroom. CUFO is responsible for the safety, preservation, and maintenance of Columbia's real estate portfolio. It provides space planning; oversight of new building design and construction; renovation, repair, and restoration of existing spaces; operations and maintenance of buildings and grounds; and management of the university apartment housing inventory and campus public safety. Within campus, the organization also serves the community through the operation of both plan-based and retail dining programs, event catering and venue management, undergraduate residence halls, student center and bookstore, and work to advance sustainability across all its service areas. CUFO's series of comprehensive annual reports is available [here](#).

Campus Services departments are primarily self-supporting, fee-based business operations, consisting of nearly 500 employees. The division delivers services across approximately 17 million square feet of campus and provides essential services to the Columbia community within market-based, competitive cost structures. Many Campus Services staff are represented by one of two [unions](#).

Campus Services consists of the following units:

- **[Dining](#)**: With over 270 staff, all of them university employees, Columbia Dining provides a variety of on-campus dining halls, retail cafés, and flexible meal plans designed to serve students, faculty, and staff with convenient, nutritious meals across over a dozen locations. Columbia Dining also provides support for special diets and nutrition needs through a registered dietitian, catering offerings for events, and online/mobile menu access to help diners plan their dining experience. Columbia Dining is three years into a contract to manage food services for Teachers College, a Columbia University affiliate institution adjacent to the Morningside campus.
- **[Event Management](#)**: Offering comprehensive planning and logistics services for campus events, including space reservations, catering (sustainable and local menu options available), audio/visual and technical support, security, setup, and other production needs, University Events Management (UEM) helps students, faculty, staff, and outside guests execute memorable gatherings. Event hosts include registered student groups, university departments, and external clients, all supported through an online event management system (EMS) and a professional team of over 30 full-time staff committed to supporting every step of the planning process. As needed, UEM contracts with independent, often local, vendors and merchants to supplement its work in event-specific ways.
- **[Undergraduate Residence Halls](#)**: With 24 full-time staff, Columbia Housing provides undergraduate residential students with safe, comfortable accommodations in more than 30 residence halls and brownstones on and around the core Morningside campus, along with 24/7 support via a Hospitality Desk. Columbia Housing partners with [other offices](#) to assist graduate students, faculty, and affiliates with off-campus and other housing options.
- **[Student Center and Bookstore](#)**: Alfred J. Lerner Hall at Columbia University functions as the central student center offering a wide range of services including dining venues, casual social spaces, meeting and performance venues, campus resources like computer labs and student services offices, and event support. Lerner Hall has housed the Columbia University Bookstore on its lower level, where students and faculty can buy and sell textbooks, general book titles, school supplies, Columbia-branded apparel, and other essentials to support academic and campus life. An important near-term initiative is to reconceive and relocate the bookstore so as to increase health and fitness facilities in Lerner.
- **[Columbia Print](#)**: With over 20 staff, Columbia Print provides comprehensive printing, graphic design, mail, and production services to the campus community, including custom print jobs from black-and-white copies to banners and posters, professional business cards, booklets, and digital scanning and finishing options. Services also include centralized copier program support and mailing and fulfillment services.
- **[Mail Services](#)**: Columbia Mail provides comprehensive mail and package handling services for the University community, including a Student Mail Center that receives, processes, and notifies students of incoming USPS and courier deliveries, offers discounted FedEx shipping, outgoing mail drop-off, mail forwarding for residential students, and access to an online Student Mail Portal for managing deliveries and package lockers. Its services also include

Administrative Mail operations that process and deliver intercampus and USPS mail for academic departments and staff across campus.

- [Transportation](#): Columbia Transportation offers a broad range of travel services for students, faculty, and staff, including multiple fare-free shuttle routes connecting campuses (Morningside Heights Campus, Medical Center / Columbia University Irving Medical Center (CUIMC), Manhattanville Campus, and Lamont-Doherty Earth Observatory), on-demand evening shuttle service, bike and car share options, parking support, commuter incentives, and vehicle rentals to support safe and efficient movement within and beyond campus. Their services also include car service for approved University business, NJ Transit student pass discounts, carpool and sustainability programs, and additional transportation resources and benefits to help the University community commute and travel effectively around New York City.
- [Trademark Licensing](#): Columbia University's Trademark and Licensing program manages and protects the University's names, logos, and other marks by granting licenses to qualified vendors to produce branded merchandise and reviewing all proposed uses to ensure compliance with institutional policies and quality standards. The division supports University schools, departments, student groups, athletics teams, and retail partners by authorizing and monitoring proper trademark use to ensure brand integrity, and maintaining vendor lists, whose qualifications have been vetted to assure, among other things, affiliation with the Fair Labor Association and compliance with the University's code of conduct. To support these goals, Columbia is itself a member of the Fair Labor Association and a founding member of the Worker Rights Consortium.

Position Summary

Collaborating with other CUFO and with administrative departments across the university, Campus Services advances Columbia's mission of teaching and research by partnering to provide stewardship, strategies, and services that create exceptional community experiences.

The scope of responsibilities of the Vice President for Campus Services (VPCS) includes oversight and accountability for a large array of operating service departments that touch almost every member of the Columbia communities located at and around the Morningside and Manhattanville Campuses. The overarching objective of these units is to ensure that essential services and critical infrastructure are organized appropriately and function with the highest possible efficiency and effectiveness in support of the university's academic mission.

The VPCS is a member of the executive management team of CUFO's Executive Vice President and works closely and collaboratively with other senior leaders across the campus including deans, vice-presidents, and senior managers. Responsibilities include leading and participating in a variety of university and school initiatives and programs, serving on ad-hoc committees, and advising senior leadership on policy issues. An area of ongoing strategic and operational alignment is with student-affairs and residential-life areas of the university, especially those focused on undergraduate education. Central to this alignment are the engagements with the Dean of Students office within [Columbia College](#), which leads residential-life programming for undergraduates in Columbia

College and in the [Fu Foundation School of Engineering & Applied Sciences](#), and with the EVP for University Life and the student-support services they oversee.

This role is dynamic, and the scope of responsibilities is broad and likely to evolve to meet the needs of the university, notably as the university advances its consideration of possible adjustments to undergraduate and graduate enrollments. As an executive position in the university, the role does not have rigid boundaries. That said, the Vice President for Campus Services is responsible for the following:

Leadership and Management

- Delivering a broad scope of services and numerous other key functions essential to the university's operations while ensuring the organizational design supports functional and university priorities
- Developing and overseeing a high-performing team of senior management professionals with specific expertise in areas of responsibility and harnessing the synergies among the various service units as well as strategic partnerships with preferred vendors
- Maximizing opportunities for administrative and overhead efficiencies, including in contracting, systems, budget management, human resources, and labor relations within the division, working in close coordination with the appropriate CUFO and university departments

Strategic Planning

- Initiating and leading strategic planning efforts to ensure that the university is maximizing opportunities for efficiency in delivery of campus services, and that investments in university-wide infrastructures are optimized
- Advancing the capacity for innovation that characterizes Campus Services over the last decade through new approaches to vendor contracts, balancing short- and long-term expense and revenue curves so optimize the customer experience, exploring new service offerings, and continuing to optimize logistics across the Morningside and Manhattanville footprints

Service Delivery

- Collaborating closely with colleagues in the schools and other units to establish effective service delivery, financial models, and standards that support the overall goals of the university
- Establishing appropriate organizational structures to deliver services efficiently and consistent with the expectations and requirements of university clients and customers; developing and maintaining a high-performing management team and qualified staff at all levels
- Developing and implementing performance metrics to ensure that all operations are functioning at the highest possible level and are consistent with the standards established for university clients
- Ensuring that all service units are functioning in the most cost-effective, client focused manner and that all operations are financially viable within the resources available.

Facilitating the development of long-range administrative and financial plans for all units in concert with the schools and other central departments

Columbia Community

- The VPCS should develop a deep understanding of the Columbia community through orientation and discovery meetings with university leadership, school administrators, student leaders, and frontline staff.
- Building trusted relationships across a highly decentralized and intellectually dynamic environment. The VPCS must appreciate the distinct cultures and operational needs of Columbia's schools and administrative units while identifying opportunities to standardize, streamline, and improve service delivery where appropriate.
- Engagement with student leadership, including undergraduate and graduate governing bodies, will be critical to ensuring services evolve in ways that reflect changing student expectations around dining, housing, transportation, sustainability, accessibility, and belonging.
- The VPCS will need to navigate the complexities of operating within an urban Ivy League institution, balancing historic campus traditions with innovation and growth, particularly as activity continues to expand between the Morningside and Manhattanville campuses.
- Given the visibility of many Campus Services functions, the VPCS must be comfortable operating in an environment of heightened stakeholder engagement and scrutiny, demonstrating transparency, responsiveness, and sound judgment.
- An understanding of Columbia's shared governance traditions, commitment to academic freedom, and emphasis on belonging and engagement will be essential in shaping policies and service models that reflect the university's values and strengthen community trust.

QUALIFICATIONS

The VPCS will be a creative, collaborative, and enterprising leader who values team development, is an accomplished manager, and is committed to building a team-oriented organizational culture. The ideal candidate will view inclusion and belonging as the pathway to achieving excellence and to fostering a campus culture where everyone can thrive. The position requires proven executive and leadership skills necessary both to execute a long-term strategic vision in support of the university's mission of teaching and research and to manage the immediacy of daily operations.

The success of Campus Services rests on the VP and their senior team maintaining a dynamic awareness of the expectations and performance of each service line within a holistic grasp of the division's overall success as measured by both customer satisfaction and financial performance.

In addition to these qualities and competencies, qualified candidates will possess:

- A demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise
- A deep commitment to customer service and a track record of leading high performance service delivery teams defined by a results-oriented culture of excellence and responsiveness

- Demonstrated ability and commitment to cultivating a work environment that is equitable and inclusive of faculty, staff, and students from diverse cultural backgrounds and social identities
- Effective written and presentation skills, proven financial acumen and negotiation skills, a creative bent and innovative approach to problem solving
- A minimum of 15 years of progressive growth in management and specific executive experience in one or more of the service areas within the scope of responsibilities of the position
- Demonstrated excellence managing operations and/or services on a profit and loss basis
- An undergraduate degree

Preferred qualifications:

- Professional experience in an academic or other non-profit environment
- Supervisory experience in a unionized environment
- An advanced degree in business management

Columbia University

[Columbia University](#) is a private, non-denominational research university and one of the world's leading research institutions with a world-renowned medical center. Founded in 1754 as King's College by royal charter of King George II, Columbia is the oldest institution of higher education in New York, and the fifth-oldest in the United States. Columbia provides a distinctive and rigorous learning environment for undergraduate and graduate students in a variety of scholarly and professional fields.

Both global and local in focus, the University offers an outstanding and comprehensive array of [academic programs](#). These include three undergraduate schools, thirteen graduate and professional schools, [a world-renowned medical center](#), four affiliated colleges and seminaries, twenty-five [libraries](#), centers for the arts, and more than one hundred [research centers and institutes](#). In FY 2024, the university's total enrollment was nearly 36,000.

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Columbia remains a vibrant and fundamentally healthy institution. In its 2024-2025 fiscal year, the university generated \$6.7B in operating revenue against \$6.6B in expenses. Net assets rose to \$20.5B, including the \$15.9B endowment.

To Apply

Columbia has retained [Opus Partners](#) to support this recruitment. [Craig Smith](#), Managing Partner, [Katie Dean](#), Senior Partner, and [Abigail Maynard](#), Managing Associate, are leading the

search. Inquiries, applications, and nominations should go to abigail.maynard@opuspartners.net. The search process is confidential.

To be considered by Columbia's search committee, candidates must provide a resume and a letter of introduction that addresses the specific responsibilities, expectations, and qualifications described above. Please consult Opus Partners for more information about the application process.

The budgeted annual salary range for the position is \$300,000-400,000, commensurate with experience. Columbia University offers all full-time employees a comprehensive and competitive array of benefits including for health, retirement, education, and professional development. A full description of the university's benefits programs is available [here](#). In a leadership role that directly engages customers, university leaders, and many highly dedicated employees, the Vice President must be engaged and present on site.

As an institution, Columbia University is committed to the principles of equity and excellence. It actively pursues both, adhering to the belief that equity is the partner of excellence. Columbia University's goal is a workforce and student body that reflects the diversity and talent of New York City, the larger metropolitan area, and the nation. In furtherance of this goal, Columbia has implemented policies and programs which seek to ensure that its employment and educational decisions are based on individual merit and not on bias or stereotypes.

The University's Office of Institutional Equity (OIE) has overall responsibility for the management of the University's [Anti-Discrimination and Discriminatory Harassment Policies & Procedures for Faculty and Staff](#), [Anti-Discrimination and Discriminatory Harassment Policy and Procedures for Students](#); and [Gender-Based Misconduct and Interim Title IX Policies and Procedures for Students](#). The Office coordinates compliance activities under these policies and the applicable federal, state and local laws; and is designated as the University's Compliance Office for Title IX, Section 504 of the Rehabilitation Act, and other equal opportunity and nondiscrimination laws.