

Job Description

Job Title:	Math Society Business Manager
Department:	Waterloo Undergraduate Student Association (WUSA)
Reports To:	Director, Operations & Development
Jobs Reporting:	Temp contract and casual staff
Salary Grade:	USG 7
Effective Date:	October 2019

Primary Purpose

The Mathematics Society Business Manager helps facilitate the smooth operation for the Mathematics Society and their annual sales/membership revenues of \$1.1M+. The incumbent is entrusted to make decisions on behalf of the Mathematics Society for financial, operational, and staffing related matters to fulfill the goals set by the Board of Directors and Executive Board. Although this position is accountable to the Mathematics Society, the Society may revoke the right of decision making at the discretion of the Board of Directors. The incumbent must take on-going initiative to improve the operation of the society.

Key Accountabilities

Accountable for the overall success of MathSoc operations:

- Responsible for ensuring excellence in member satisfactions from goods/services offered by the Math Society
- Responsible for upkeep of the society active member's list and providing the board strategies and updates to membership participation & retention
- Accountable for the financial sustainability of areas operated by MathSoc, including maintaining margins, meeting controllable cost targets and achieving sustainable bottom line results
- Ensuring that the Math Society office and the CnD is are appropriately staffed according to sales/service volume
- Responsible for the management and upkeep of all of MathSoc's equipment and major assets
- Ensure the operations are in compliance with all health, safety regulations in addition to policies and procedures outlined by the MathSoc, Waterloo Undergraduate Student Association & the University of Waterloo

Manage internal/external partner relations:

- Build and maintain positive vendor relations for MathSoc and CnD to ensure that MathSoc is getting quality products at the right price at the right time
- Represents MathSoc operations across campus and in the community with on & off campus partners such as Plant Operations, Human Resources, and Region of Waterloo Public Health
- Responsible for representing MathSoc operations at the various governance levels responsible for MathSoc, including board, council and special committees
- Maintaining equipment and supplier contracts for MathSoc and CnD

Ensure strong financial controls, systems and maintenance of assets:

- Ensure cash/payment controls are in place and daily reconciliation of sales: payments in addition to monitoring voids/discounts and returns
- Support the WUSA Vice President of Finance in termly budgeting process
- Submit invoices and receipts in a timely manner for processing by WUSA Accounting

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- Work with WUSA Accounting for creating and implementing effective internal controls & systems to manage all processes surrounding MathSoc's assets (Accounts Receivable, Cash, Inventory, Assets etc...)
- Work with WUSA Accounting to reconcile bank accounts and other financial statements
- Work with WUSA Accounting to produce financial reports required by the Board of Directors
- Ensure equipment is accurately maintained and repairs take place in a timely manner
- Propose equipment purchase to MathSoc Board at the end of equipment lifecycle

Supervision of staff & volunteers:

- Oversee all recruitment, development and performance management efforts across MathSoc operations
- Ensure job/volunteer descriptions are kept up to date and consistent across operations
- Monitor on-the-job performance of employees across MathSoc operations
- Authorize & reconcile financial payroll records for MathSoc operations

Participate in, support & drive executive/board initiatives:

- Participate in meetings of held by Board of Directors and the Executive Board to represent the operations of the society to provide guidance, advice & operational insight to help make strong decisions
- Propose initiatives such as retail pricing, wages, capital investments as needed by the organization
- Research methods to increase revenues, increase efficiencies and cost savings
- Provide staff hiring recommendations
- Lead any major multi-term projects as assigned by the board
- Support the executive in any day-day support in initiatives & projects
- Ensure successful and smooth executive transitions and board transition as required

Required Qualifications

Education

- Bachelors' degree required in a discipline related to business administration or finance and/or relevant experience.

Experience

- 3+ years of progressive retail/hospitality management, with a preference of multi-unit management
- 3+ years of experience working in a not-for-profit organization in a managerial capacity
- Experience working within the post-secondary sector, particularly at UW, is an asset

Knowledge/Skills/Abilities

- Knowledge of current regulations, trends and practices in the food industry
- Strong knowledge of retail & food/beverage management
- Expert customer service skills to ensure highest levels of service
- Intermediate knowledge with Microsoft Office suite
- Intermediate experience with POS systems
- Strong negotiation skills when working with vendors and customers
- Strong understanding and working knowledge of inventory controls/management

Nature and Scope

- **Contacts:** Internally, makes contacts with: WUSA staff, Board of Directors, Executive Board, Mathematics Society volunteers and staff. Externally, contacts include vendors.
- **Level of Responsibility:** The job has specialized work with minimal supervision and supervises contract, casual and volunteer staff. The position is responsible for the day-to-day management of the

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operation. Strategic decisions, such as marketing, contractual arrangements, and long-term planning are the responsibility of the Board of Directors. The job includes responsibility for functional oversight of casual and temporary staff; recruitment, development & performance management.

- **Decision-Making Authority:** Makes decisions on staffing schedules to maintain hours of operation. Makes decisions about inventory levels and reordering. Makes decisions to implement goals as directed by the Board of Directors and the Executive Board.
- **Physical and Sensory Demands:** Extended hours standing or sitting as required. Attention to detail.
- **Working Environment:** No travel. Regular working hours, some evenings and weekends may be required. No significant physical risks. Minimal exposure to disagreeable customers typical of retail.