

Job Description

Job Title:	Coordinator of Business Operations
Department:	Athletics & Recreation
Reports To:	Manager, Business & Financial Operations
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	May 2018

Primary Purpose

This position is directly accountable to the Manager, Business & Financial Operations for the coordination, communication and scheduling of all athletic and recreation facilities, payroll administration for all part-time casual employees, financial support and computer systems administration. He/she will work closely with other members of the department to ensure we have efficient policies and procedures to contribute to a positive customer service experience aligning with the department's mission, vision and values.

Key Accountabilities

Payroll Administration

- Communicate pay dates and processes casual earnings requests for all part-time department employees (+500) from over 15 full-time departmental staff.
- Maintain accurate records (including contracts) for all part-time employees and annually review compensation matrix with Manager, Business & Financial Operations and department Leadership Team.
- In coordination with the Manager, Business & Financial Operations, be responsible for understanding all HR policies and procedures related to payroll.
- Liaison with Payroll department and responsible for sharing all Payroll policies, procedures and expectations with the department employers of student-employees.
- In coordination with the Manager, Business & Financial Operations, be responsible for understanding and communicating the responsibilities of the department in regards to ESA regulations.

Facility Scheduling and Logistics Administration

- Responsible for scheduling of all athletics and recreation facilities including the Physical Activities Complex, Columbia Icefields, Warrior Field, Field House, and athletic fields for all programming, student and university events, and community rentals. This involves coordination of multiple user groups including negotiating time allocations in order to mitigate unallocated time.
- Reporting on usage of all athletic and recreation facilities in order to better understand the allocation assignments through each term and maximize external rentals.
- Liaison with a variety of on-campus groups including but not limited to the Federation of Students, Registrar's Office, Central Stores, Community Relations, Parking, Food Services.
- Negotiates all rental agreements based upon rate schedules, availability and user type to ensure compliance in legal and liability issues (production of insurance certificates), making sure expectations are aligned to our service abilities.
- Advises customers on event planning and logistics by interacting with multiple stakeholders including the Manager, Facilities, Customer Service Specialist and Facility Assistants within the department as well as across the University campus.
- Chairs weekly scheduling meetings to confirm appropriate allocation of resources for bookings.

Job Description



<ul style="list-style-type: none">• Develop, in collaboration with Manager, Business and Financial Operations, written materials including contracts, policies and procedures and general forms.
Financial Administration <ul style="list-style-type: none">• Perform accounting and invoice preparation functions that ensure the customer is correctly charged, all monies are deposited in accordance with University cash handling policies and all expenses incurred on behalf of a client are transferred to their contract.• Track and monitor accounts receivables for both internal and external bookings. This amount totals to over \$100,000 of revenue annually.• Performs back up responsibilities for the Manager, Business & Financial Operations in regards to daily deposits and financial reconciliation.
Customer Service <ul style="list-style-type: none">• Support the service desk student staff in PAC and CIF with financial cash handling.• Deals with escalated service issues that the service desks are unable to assist with.• Supervises co-op who is responsible for general day to day enquiries.• Indirectly supports supervision of customer service staff based upon proximity and escalated issues.
Information Technology <ul style="list-style-type: none">• Liaison with IST department for technical support problem solving of the various challenges that face the over 30 full-time staff in the department.• Coordination and testing of the department's enterprise platform for scheduling, registration and member management (Fusion by Innosoft). This includes regular testing of updates on a secondary environment and reporting adverse results to the developer.
Camp Administration <ul style="list-style-type: none">• Liaison with departmental coaches and Coordinator, Sports Clubs & Camps in order to support the service delivery by setting up registration processes including the updating of programming in Fusion.

Required Qualifications

Education <ul style="list-style-type: none">• Completion of a College Diploma in a business related field required, Undergraduate degree preferred.
Experience <ul style="list-style-type: none">• 2-3 years of experience in the field or in an office environment.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Advanced knowledge of Microsoft Office products.• Competency with scheduling software (preferably Fusion software package).• Proficiency in communication.• Attention to detail.• Ability to work within a team environment.• Ability to work with difficult customers.

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with Human Resources, Information Systems and Technology, Registrar's Office, Food Services, Parking and Athletics & Recreation staff. Externally, this position interacts with community renters to cultivate and steward our external customers.

Job Description



-
- **Level of Responsibility:** Problem solving and reporting of issues as well as facilitation of relationships with peers.
 - **Decision-Making Authority:** This position is to execute and develop processes at a high level to guide decisions. This position also makes recommendations to the Manager of Business & Facility Operations about improved service and business process opportunities that impact both the incumbent's and colleague's functional areas within and beyond the department.
 - **Physical and Sensory Demands:** This role involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
 - **Working Environment:** The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of the year.