Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Executive Manager</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Graduate Student Association</td>
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<td>Reports To:</td>
<td>President of the Graduate Student Association</td>
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<td>Jobs Reporting:</td>
<td>Main Office Staff &amp; Graduate House Staff</td>
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<tr>
<td>Salary Grade:</td>
<td>USG 9</td>
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<td>Effective Date:</td>
<td>January 2020</td>
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**Primary Purpose**
The Executive Manager (EM) is the President’s senior advisor and is responsible for all staff and operational management functions of the Graduate Student Association. The EM handles the annual transitions of the President, advises the President with respect to operational decisions and interpretations of Board policy, and executes the operational directives of the President in conformity with Board policy. This position ensures that the operations of the GSA are aligned with and measured against the organization’s policies, strategic plans, and budgets.

**Key Accountabilities**

**Staff Management**
- Ensures that the staff resources needed by the President are recruited, trained, supervised, and coordinated effectively. These resources vary from time to time but may include, and are not limited to: research, analysis, writing, marketing, communications, and community outreach & organizing.
- Oversees human resources and staff duties for all Association members.
- Prepares the annual performance appraisals of the GSA staff in coordination with the GSA President and provides ongoing coaching and feedback for staff.

**Operations Management**
- Oversees the delivery and coordinated administration of GSA services, ensuring that the organization operates efficiently, effectively, and sustainably. These services include:
  - Health and Dental plans
  - GRT UPass
  - Tax aid
  - Legal aid
  - Graduate Student Initiatives funding
  - Social events and activities
  - Graduate House
- Oversees the Graduate House and provides direction on all hospitality functions including but not limited to:
  - Sales, purchasing, and inventory control
  - Maintenance of the Liquor license
  - Maintenance of equipment and the facility
  - Ensuring compliance to legislation and Health and Safety regulations (liquor license, food safety regulations, first aid training, etc.)
- Oversees the administration of the GSA office and provides direction on administrative responsibilities including marketing, communications, event planning, and support for meetings.
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- Presents and reviews financial statements in conjunction with the President to ensure that the ENDS of the organization are met, and coordinates the development, monitoring, and reporting of and on an annual budget for the Association. The EM maintains adequate financial control of the organization (e.g. through written procedures, documentation, reporting) and oversees the direction of all aspects of the Association’s accounting and financial management, including but not limited to:
  - Data entry
  - Cash and bank reconciliations
  - Co-signatory on all Association’s cheques
  - Adequate and timely financial statements
  - Recovery of debts
  - Payroll documents for all paid employees
  - Coordination with the Association’s auditor where necessary
  - Compliance to and advice on procedures and policies regarding risk management
  - Insurance coverage for directors, assets, liabilities, and operations
- Provides monthly reports to the President on the state of the organization, including but not limited to the following areas:
  - Operations of the organization and delivery of services (including relevant trends and analysis)
  - Financial state of the organization
  - Compliance monitoring (regulations, legislations, protocols, etc.)

Advising
- Ensures that the President is equipped with the knowledge (e.g. history and culture of the organization, policies and practices, campus politics), skills (e.g. writing, presenting, critical analysis), and advice (e.g. long-term strategy, advocacy and lobbying tactics, policy compliance) that they require to lead effectively.
- Ensures that outgoing Presidents are debriefed and incoming Presidents are briefed on the state of the organization, including all relevant past, present, and anticipated conditions.

Administrative Management
- Ensures that the organization retains useful records, including board minutes, government filings, current policies and practices, financial records, relevant history, deeds, contracts, agreements, the results of GSA member referenda etc.
- Coordinates support for the Chair of Board, Speaker of Council, and their committees by:
  - Archiving current versions of bylaws, policies, and directives,
  - Coordinating the taking of, distribution, and archiving of minutes from meetings
- Coordinates the development, execution, monitoring, evaluation, and reporting of and on an annual work plan for the Association.
- Coordinates the implementation of the Association’s governing policies and bylaws.

Required Qualifications

Education
- University Degree in Business Administration, Human Resources Management, Hospitality Management, Political Science, Management Science or a related discipline
- Smart Serve certification is required
- Equivalent combination of education and experience will be considered

Experience
- 5 years of progressively responsible work experience, preferably in the non-profit or university student association sector, including demonstrated experience in a managerial capacity
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- Experience working with university student associations or institutional-level associations is an asset
- Experience in lobbying and advocacy is an asset
- Experience managing performance of staff including, coaching, delivering feedback, and conducting formal performance reviews
- Previous experience managing risk including, identifying, analyzing and responding to organizational risk
- Experience in strategic planning including outlining strategic priorities and monitoring progress
- Experience managing finances including budgeting, financial reporting, and financial reconciliation
- Experience developing organizational policies to support operational objectives and goals

**Knowledge/Skills/Abilities**

- Knowledge of corporate finances (e.g. insurance, investments, accounting, budgeting)
- Familiar with Microsoft Office Suite and managerial software
- Hospitality service management - experience with and/or knowledge of regulations relevant to food and alcohol service
- Familiar with website manager/maintainer content management systems (Drupal preferred)
- Excellent communication skills
- Demonstrated ability to work as part of a team with persons of various cultural, economic, and educational backgrounds and good conflict resolution skills
- Strong interpersonal skills and ability to work in a diplomatic manner to establish and maintain working relationships with campus partners, resources and community stakeholders.
- Strong organizational skills with the ability to multi-task and manage priorities effectively

**Nature and Scope**

- **Contacts:** The Executive Manager will work closely with the GSA President and Board of Directors, in addition to campus stakeholders, such as university administrators, other on- and off-campus advocacy groups, etc.
- **Level of Responsibility:** The EM will hire and manage staff, ensuring their skill development. The EM will assist the President with reporting on policy compliance to the GSA Board. This includes financial responsibility and management of GSA finances and day-to-day organizational decisions.
- **Decision-Making Authority:** The Executive Manager will make decisions in accordance to policy directives under the Policy Governance model. The majority of these decisions will revolve around financial management, human resources management, and the implementation of directives from the GSA President. The Executive Manager will demonstrate an awareness and commitment to the GSA’s values through their decisions.
- **Physical and Sensory Demands:** Attention to detail and an ability to juggle multiple demands is a must.
- **Working Environment:** The working environment will be mostly office-based, with meetings across campus and occasional travel for other stakeholder meetings. The position will involve understanding and managing competing visions of stakeholders. The work day may extend past or be shifted from traditional office hours in some circumstances. The position will require some in-person supervision of the GSA Graduate House.