

Job Description

Job Title:	General Manager
Department:	Graduate Student Association — University of Waterloo
Reports To:	President, Graduate Student Association
Jobs Reporting:	GSA Part-Time Staff
Salary Grade:	USG 9
Effective Date:	May 2021

Primary Purpose

The General Manager (GM) is the President's Chief of Staff and senior advisor. The GM oversees the delivery of the Graduate Student Association's (GSA-UW) core services (e.g., health and dental plan); administrative, audit, budgetary, and human resource requirements of the GSA-UW; governance processes of the GSA-UW; and the GSA-UW's compliance with the organization's policies, strategic plans, and budgets.

Key Accountabilities

Chief of Staff

- Ensures that the GSA-UW President and student leadership are equipped with corporate knowledge, training, and advice to lead effectively
- Leads the regularly occurring transitions in student leadership teams
- Ensures that GSA-UW staff are recruited, trained, supervised, and coordinated effectively
- Manages human resources and personnel processes (e.g., payroll, hiring, termination, performance appraisals) for all members of the GSA-UW
- Provides ongoing coaching and feedback for staff
- Other responsibilities, as determined by the GSA President

Core Services

- Provides guidance to the GSA-UW President and student leadership team on the delivery of GSA-UW services and initiatives
- Develops, in conjunction with the GSA-UW President, annual budgets for the GSA-UW
- Serves as the treasurer of the GSA-UW
- Oversees the delivery, efficacy, sustainability, and renewal of GSA-UW services, including:
 - Health and dental plans
 - Transit pass
 - Tax aid
 - Legal aid
 - Graduate Student Initiatives funding
 - Social events and activities
- Provides operational and strategic support to the GSA-UW Manager of Hospitality, who oversees Graduate House (the GSA-UW's on-campus pub) operations

Administration

- Maintains document management and corporate knowledge (e.g., Board minutes, government filings, current policies and practices, financial records, relevant history, deeds, contracts, agreements, referenda results, etc.)
- Supports the continued updating of the GSA-UW website and social media channels

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- Oversees general administration of the GSA-UW office

Governance

- Supports the operations of the GSA-UW Board of Directors and Council by:
 - Supporting the Co-Secretary of the GSA-UW Board of Directors
 - Writing (or coordinating) the minutes for each GSA-UW governance meetings
 - Archiving bylaws, policies, minutes, and directives
 - Supporting meeting logistics (e.g., room bookings, invites, etc.)
 - Coordinating the development, execution, monitoring, evaluation, and reporting of an annual GSA-UW workplan
 - Supporting the work conducted by Board sub-committees (e.g., Audit and Risk Committee, Joint Policy Review Committee, etc.)
 - Providing advice on governance, support for governance training, and onboarding of new directors and councilors

Compliance

- Reviews and presents financial statements to the GSA-UW Board of Directors
- Ensures financial control of the organization and oversees all aspects of the GSA-UW's accounting and financial management, including:
 - Data entry
 - Cash and bank reconciliation
 - Co-signatory on all GSA-UW cheques
 - Adequate and timely financial statements
 - Recovery of debts
 - Payroll documents for all employees
 - Insurance coverage for GSA-UW directors, assets, liabilities, and operations
- Provides monthly reports to the GSA-UW President on:
 - Operations and delivery of services (including relevant trends and analysis)
 - Financial state of the organization
 - Compliance monitoring (regulations, legislation, protocols, etc.)
- Oversees corporate audit requirements
- Ensures GSA-UW alignment with its corporate policies, bylaws, Ends, and strategic plan
- Reporting compliance with organizational policy to the GSA-UW Board of Directors on an ongoing basis

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree in business or a related field
- Equivalent combination of education and/or experience will be considered

Experience

- At least 5 years managerial experience
- Experience in advocacy and negotiation are assets
- Experience managing performance of staff including coaching, delivering feedback, and conducting formal performance reviews
- Experience in strategic planning, including outlining strategic priorities and monitoring progress
- Experience managing finances including budgeting, financial reporting, and financial reconciliation

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- Experience developing organizational policies to support operational objectives and goals

Knowledge/Skills/Abilities

- Excellent written and verbal communication skills
- Excellent interpersonal and relationship building skills
- Excellent customer service skills
- Electronic workplace skills (e.g., Microsoft Office, Presentation Software, Graphics software, SharePoint, Zoom, SharePoint, Google Drive, etc.)
- Website skills (e.g., WordPress, etc.)
- Working knowledge of preparing reports and summaries of statistical data.
- Demonstrated ability to work in a dynamic team environment
- First Aid certification is required
- A criminal record check is required
- Smart Serve certification is required

Nature and Scope

- **Contacts:** The General Manager will focus on enhancing the social and academic experience of graduate students at the University of Waterloo. The General Manager will support communications with graduate students, service providers (e.g., Studentcare), the GSA-UW Board and Council, University of Waterloo administration, and other stakeholders, as required.
- **Level of Responsibility:** The GM will hire and manage staff, ensuring their skill development. The GM 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 General 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 General 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.