

Job Description

Job Title:	SLC Operations Manager
Department:	Federation of Students
Reports To:	Vice President, Operations and Finance/General Manager
Jobs Reporting:	Assistant Manager, SLC
Salary Grade:	USG 8
Effective Date:	July 1, 2017

Primary Purpose

This position is accountable for all aspects of the management of the Student Life Centre a 24 hour, 365 days operation. Responsibilities include developing long and short range strategic plans for annual budgets, human resources management, contractual agreements with tenants; revenue generation, facility maintenance, management and improvement, programming and community relations.

Key Accountabilities

Financial Management

- This position is responsible for all aspects of the operating budget - \$1,800,000 in revenues
- The manager works towards maintaining a sound financial base by maximizing revenues, reviewing and improving internal systems on an on-going basis and controlling expenditures
- Administer the Transit Sales program, and this includes liaison with GO Transit, Greyhound, Coach Canada/Mega Bus and Grand River Transit for administrative and operational procedures. This includes reporting and remittance to the carriers on a weekly or monthly basis
- Reconcile Department P-Card for department expenses
- Administer the Fed Bus commercial operation
- Process, code and submit all departmental invoices for payment by Accounting Department

Personnel Management

- The Operations Manager is responsible for the supervision of up to 30 part time student staff (Turnkeys) who are responsible for the operation of the Turnkey Desk and monitoring the use of the facility
- Provide excellent leadership training, coaching, evaluation and motivation to all staff
- Human Resource activities include reviewing all resumes, conducting interviews, coordinating staff training and orientation
- On call 24/7 for Turnkey Staff who require assistance after business hours
- Department Payroll Administration
- Completion of all Staff Schedules using the Thoughtworks Scheduling program

Client Service

- Liaise with off campus agencies such as the Canadian Blood Services, Imaginus and Rogers as well as other off-campus vendors
- Provide booking services to internal and external clients
- Liaise with external SLC tenants for day to day contact; liaise with Procurement for lease and tenancy concerns
- Act as a resource for students, student groups, clubs, societies and university department heads by assisting in the planning and implementation of events and ensuring compliance with all Federation of Students, UW and SLC Guidelines and Policies

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- Troubleshoot and deal with enquiries from faculty, staff and students
- Working with the Feds Marketing department, ensure the building and all services offered are adequately and appropriately marketed

Facilities Management

- Monitor the SLC facility on a daily basis and report to Plant Operations
- Monitor repair or renovation projects and coordinate with Plant Operations and affected stakeholders
- Manage the organizations key control administration and liaise with Plant Operations as required
- Space management of bookable spaces, Student lounges and open areas
- Management of the SLC Marketplace for Vendors, Student Groups and University use
- Manage the department's Health & Safety program and liaise with the University's Safety Office as required

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Bachelor's degree in relevant business related field and/or equivalent combination of education and experience

Experience

- 3 years of related experience facilities management, staff supervision and financial budgeting, cash handling and sales

Knowledge/Skills/Abilities

- Outstanding customer service skills, excellent organization skills, attention to detail, and strong administrative abilities
- Must have excellent interpersonal, leadership and communication skills

Nature and Scope

- **Contacts:** Internally communicate with all members of the organization to ensure they are aware of building related news, updates. Externally, this position will communicate & work with other departments on campus to assist with their events/operations inside the Student Life Centre. This position will also communicate and work with external tenants in the building. This position will also work with external Transit partners, community groups & organizations.
- **Level of Responsibility:** The position is responsible and accountable for the overall day-to-day operations of the SLC.
- **Decision-Making Authority:** Responsible & accountable for establishing priorities for the operation and addressing changes to the strategic plan by consulting with the General Manager & VP Operations & Finance.
- **Physical and Sensory Demands:** This position requires excellent attention to details typical of an office position
- **Working Environment:** This position is office based with minimal exposure to disagreeable conditions. Some occasional moving of furnishing is required as necessary. This position may be required to work outside of normal working hours on rare occasion.