

Job Description

Job Title:	Services Manager
Department:	Waterloo Undergraduate Student Association
Reports To:	Director, Student Engagement
Jobs Reporting:	Casual staff and volunteers
Salary Grade:	USG 7
Effective Date:	March 2020

Primary Purpose

The Services Manager is directly accountable for the overall success of the student operated services operated by the Waterloo Undergraduate Student Association. These services are used and accessed by thousands of undergraduate students each day. From the Campus Response Team providing medical first aid to over 100 events a year, to the Student Food Bank servicing thousands a year, this role is responsible for all operated services accessible by and catering to 35,000+ students a year. The Manager is responsible for the day to day development, administration and evaluation of the programs, events and activities offered by the services. The Services Manager develops student leaders by supervising, mentoring and training undergraduate students in areas of their Service, including volunteer management & recruiting, financial management, program delivery and evaluation.

Key Accountabilities

Program Management & Service Delivery

- Provide day to day management oversight for the successful delivery of all Student Run Services within the UW campus community
- Ensure Services are meeting the students' needs and filling on campus service gaps
- Stay current in today's challenges students face in post-secondary institutions and modern approaches in servicing them to make their university experience meaningful
- Optimizes efficiencies and improves systems within all services such as creating effective communication channels and implementing and managing controls for all assets under the Services control
- Act as a staff resource to all Services for event planning advisory or program development
- Provide mentorship to Service Coordinators and Student Services Executives on goal setting/planning and successful program delivery
- Plan and implement interdepartmental initiatives that promote and enhance the Student Engagement portfolio (Clubs, Services, Special Events and Orientation)

Financial & Resource Management

- Developing and managing the annual Student Services operating budget of \$115k+
- Financial supervision and budget planning for each Student Service
- Authorizing expense requests, ensuring accountability for all revenues and expenditures
- Managing the space and storage facilities for all Student Service offices, ensuring that services have sufficient, maintained and accessible space for the success

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- Managing and safeguarding the inventories of equipment and supplies

Volunteer Management & Maintaining Relationships

- Manages the recruitment, training, evaluation and succession of all volunteer service coordinators
- Serves as a liaison between Services and relevant university administrators and partners
- Fosters relationships with members of both the on and off campus community in order to build and grow a sustainable Service program
- Provides support to services, representing marginalized groups of people with sensitivity, understanding and care
- Predict, assess and manage all conflicts arising from within each Service as well as conflict from outside agencies relating to our Services to ensure a positive work environment.
- Promote consensus-based work with campus partners, student and community groups

Risk Assessment & Compliance

- Provide risk analysis for new events and programs to highlight overall organizational risk on new initiatives including financial, resource and safety
- Ensures all Services operate in compliance with all WUSA and University policies and procedures and relevant municipal by-laws, and provincial and federal legislation including, but not limited to: Regional food safety protocols, municipal noise by-laws, the Employment Standards Act, Accessibility for Ontarians with Disabilities Act, and the Privacy Act
- Responsible for mitigating risk within operations reducing personal injury and damage to the reputation of the University and Waterloo Undergraduate Student Association for all Service events

Required Qualifications

Education

- Post-secondary University education in Recreation, Human Resources, Business or related field

Experience

- 3+ years experience with increased responsibility within a student service environment
- 2+ years experience leading, mentoring and building consensus with diverse and varied opinions and goals
- 2+ years experience in basic financial management including managing budgets of \$100k+
- 3+ years experience managing volunteers and developing student leaders

Knowledge/Skills/Abilities

- A high level of professionalism, a positive attitude, and a proven ability to meaningfully engage with a variety of equity seeking groups
- A high degree of interpersonal acumen, with demonstrated relationship-building capacities
- The ability to develop and execute training on equity-focused issues, including compliance matters
- Must be familiar with conflict management theories and demonstrated ability to effectively build consensus

- Professional confidence and communication skills to effectively engage community members on what can often be contentious or delicate issues
- A strong understanding of systemic issues and analysis, and of the legal and legislative frameworks related to equity and human rights
- Strong planning, event management and organization skills
- Strong time management and the ability to manage multiple projects with competing deadlines
- A high level of interpersonal skills and the capacity to listen effectively and sensitively to a broad range of diverse stakeholders, including students and staff members

Nature and Scope

- **Contacts:** The incumbent must be able to create and build relationships with many UW Department heads and well as managers of related, outside agencies.
- **Level of Responsibility:** This position directly supervises and mentors the senior student leaders each term and works closely with each Service leadership team. The incumbent is also responsible for ensuring the success and lasting impact of each of the Student Services. The incumbent oversees delivery of approximately 150 programs and activities each term throughout the various Services.
- **Decision-Making Authority:** The incumbent is responsible for working with student leaders for the coordination and programming of activities, events and services across a variety of areas. This position also makes recommendations to the Director, Student Engagement about improved service and business process opportunities that affect both the incumbent and colleague's functional areas within and beyond the department.
- **Physical and Sensory Demands:** This role involves occasional moderate physical demands and moderate sensory effect resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** The role involves minimal to moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours and/or tight deadlines beyond one's control and constant interruptions (ie phone calls, emails and unplanned but urgent Service requests) that are impacted by varying student volumes at different times of the year. Student focused and student driven work environment with elected student Executive who change annually. Service Coordinators often change from term to term and are in need of consistent direction and monitoring. This position requires working some evenings and weekend/holidays.