

Job Description

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

Primary Purpose

The Clubs Manager is responsible for ensuring the effective development, coordination and day to day management of the WUSA Clubs System for the University of Waterloo. The Clubs System consists of over 180 student clubs on campus, with 10k+ in students participating in club events and programs. This position will work in partnership with all stakeholders, on and off campus, related to WUSA Club operations. The Manager is responsible for providing support and resources to ensure successful coordination and execution of club events. This position will also provide leadership to build working relationships to better meet the extra-curricular needs and expectation of students, thus contributing significantly to student life on campus.

Key Accountabilities

Clubs Management & Administrative Support

- Provide day to day management oversight for the WUSA Clubs System of 180+ student clubs
- Ensure compliance with policies and procedures related to club operations as outlined by WUSA, the Occupational Health and Safety Act of Ontario, the Alcohol Gaming Commission of Ontario, and the University of Waterloo
- Provide resource support as a member of the Internal Administration Committee to provide continuity and to support and implement committee initiatives
- Maintain resources for clubs including website content, club manuals, and event forms
- Ensure maintenance, privacy and upkeep of clubs' memberships, lists and incident reports
- Research and analyze the club systems across various post-secondary institutions and student unions to identify and implement best practices to ensure continuous improvement and growth
- Ensure the integrity and efficiency of the WUSA Clubs System and relevance using a variety of assessment tools

Volunteer and Event Management

- Hire, train, and support a termly Clubs Support Team of volunteers dedicated to providing support to all WUSA clubs
- Undergo appropriate assessments for risk and liability, finance and budgets, logistics, and stakeholder involvement for all events (3000 events per term)
- Act as a staff resource to all Club executives for event planning advisory or program development
- Provide mentorship to Club 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) such as the Termly Clubs Day

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- Provide guidance and solutions to any volunteer/personnel issues that may arise
- Responsible for the termly WUSA Campus Life Awards

Budget Supervision & Resource Management

- Developing and managing the annual Clubs System operating budget of \$100k+
- Financial supervision and budget planning for each Student Service
- Managing the space and storage facilities for system ensuring that clubs can access resources required for successful delivery of their mandate
- Managing and safeguarding the shared system inventories of equipment and supplies
- Reviews all cheque requests to ensure accuracy, appropriateness of expense and signing authority approvals
- Ensure all clubs finances are accurate and their spending compliant to the Club guidelines
- Oversee the management and maintenance of club space including: The Clubs Community Centre, resource rooms and club locker storages.

Relationship Management

- Liaise with all university departments and community partners to ensure clubs have all accessible resources available to them
- Serve as the student voice to all club matters pertaining to WUSA and university matters
- Ensure the existence of an open communication channel between WUSA and each WUSA club

Research and Analysis

- Research and analyze the club systems across various post-secondary institutions and student unions to identify and implement best practices to ensure continuous improvement and growth
- Liaise with counterparts at other universities for continued support and WUSA club compliance
- Ensure the integrity and efficiency of the WUSA clubs system and relevance using a variety of assessment tools

**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

- Post-secondary University education in Recreation or in a related field

Experience

- 2 years previous work in a student-focused university environment
- 2 years Business administration and human resources experience
- 1 years demonstrated experience in conflict management (i.e. mediation, de-escalation, etc.)

Knowledge/Skills/Abilities

- Ability to work independently and effectively manage complex situations with a high level of sensitivity, discretion, and diplomacy in mind
- Working knowledge of world religions and cultures an asset
- Strong volunteer management, specifically within a large number of volunteers that change regularly
- Strong event management and budgeting skills
- Ability to effectively identify, mitigate and manage risk

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- Outstanding customer service skills
- Strong organization management and resource optimization skills
- Experience with strategic planning
- Experience with project management
- Intermediate knowledge of MS Office 365 Suite, manage database records and use web-based applications, social media

Nature and Scope

- **Contacts:** In the interest of ensuring the successful execution of club events, club operations, and club opportunities, the Clubs Manager must liaise with key student services and administrative personnel, including, but not limited to: Office of the Associate Provost, Students, Campus Police and Waterloo Regional Police Services, Grounds, Plant Operations, Health Services, Counselling Services, Safety Office, Catering and Event Services, Center for Co-op Education and Career Action, Retail Services, Athletics, Student Societies (i.e. MathSoc, etc.), all faculties and faculty administrators, Affiliated Church Colleges operations administrators, all departments under the Federation of Students Region of Waterloo Health Department, Alcohol Gaming Commission of Ontario, Canadian Organization of Campus Activities (COCA).
- **Level of Responsibility:** Policy and procedure development, strategic planning, process flow development, leadership, influence, casual staff management, coaching, direction, financial accountability, risk management, upholding the image of the University of Waterloo and WUSA, relationship building,
- **Decision-Making Authority:** Analyze, assess, and approve club event forms (3000 per term), Process new club applications (20+ per term), Oversee club budgets (combined approx. \$200,000 annually), and approve purchases up to \$5,000.
- **Physical and Sensory Demands:** Higher than typical daily distractions and interruptions, attention to detail, numerous daily requests (i.e. emails, approvals, questions, concerns, etc.), occasional heavy lifting (up to 75 lbs).
- **Working Environment:** Fast paced, student facing, student focused, and student driven environment: office work with occasional non-office work (i.e. conducting presentations, attending conferences, event execution, etc.), exposure to disagreeable and/or highly contentious situations surrounding political, social, religious, and cultural situations, exposure to highly sensitive information and issues, working with 450+ club executives and 6+ Clubs Support Team volunteers who change termly as well as elected student representatives who change annually, some evening and weekend work.