

## Job Description

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<b>Job Title:</b>	Commercial Operations Manager
<b>Department:</b>	Federation of Students
<b>Reports To:</b>	Director Commercial Operations
<b>Jobs Reporting:</b>	Convenience Store Manager, Bombshelter Manager, Feds Used Books Manager, Area Manager, Food Operations
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	June 2018

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### **Primary Purpose**

This position is directly accountable to the Director, Commercial Operations for the achievement of the department's strategic goals as well as the day-to-day implementation of all commercial operations including financial management, resource management and marketing/IT support. These commercial areas are diverse in their service offerings, including 24 hour operations, retail and hospitality. They are responsible for effective managing of staff, processes, revenue generation and budgeting.

### **Key Accountabilities**

#### **Operational Management – overall responsibility for providing**

- Ensure excellence in service that meets expectations and needs of customers
- Create strategies to improve processes and workflows
- Ensure high levels of quality control and safety measures are established and maintained Planning and controlling all resources needed to produce goods and services
- Primary contact for any escalated or reoccurring customer issues with unit managers and devise ways of improving the customer experience, including resolving problems and complaints
- Liaise with all support departments (Accounting, IT and Marketing) to help accomplish goals of the business units
- Manages overall guest satisfaction by managing and reviewing feedback channels (Comment cards, [feedback@feds.ca](mailto:feedback@feds.ca) , surveys)

#### **Strategic Planning**

- Contribute operations information and recommendations to strategic plans and reviews;
- Ensuring each business unit has a clear and cohesive business model it can follow with clear deliverables and key performance indicators to measure success
- Collaborating with each Unit Manager in creating and implementing an annual business plan and budget for each unit to work towards overall commercial operations and organization's strategies
- Ensure each business unit is adequately marketed and marketing plans align with overall unit goals outlined in the business model, annual plan and budget.

#### **Product and System Development**

- Provide business units support in maintaining and utilizing information systems (POS/ERP) for day to business operations
- Ensure Unit Managers and senior management are provided with timely and accurate reporting of sales, labour and other Key Performance Indicator's
- Develop strong policies and procedures around point of sale and cash handling while providing opportunities to optimally service customers.
- Responsible for ongoing review of vendors, pricing and rebates

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<ul style="list-style-type: none"> <li>• Develop operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and product delivery</li> <li>• Implement, monitor and report on production, productivity, quality and customer service standards</li> <li>• Research new technologies and alternative methods of efficiency</li> </ul>
<p><b>Financial Management – overall managerial responsibilities of fiscal responsibility, including:</b></p> <ul style="list-style-type: none"> <li>• Developing and managing the overall department annual revenues, budgets and expenditures of \$5 million-tracking expenditures and ensuring capital expenditures align with strategic direction</li> <li>• Forecast requirements; prepare annual budget; schedule expenditures; analyze variances; initiate corrective actions</li> <li>• Ensure strong inventory controls and systems are in place with monthly inventory counts conducted by unit managers.</li> </ul>
<p><b>Staff Management/Policy &amp; Procedures</b></p> <ul style="list-style-type: none"> <li>• Responsible for the hiring, training, supervision of commercial unit managers, including conducting and reviewing annual performance appraisal process for all commercial units</li> <li>• Ensure operations are in compliance with Federation and UW policies and procedures</li> <li>• Ensure operations are in compliance with health, safety laws and in accordance with government bodies including but not limited to AGCO local fire code, public health etc...</li> <li>• Communicate job expectations; planning, monitoring, appraising and reviewing job contributions</li> <li>• Ensure consistency across all business units in part time staffing policies and procedures</li> </ul>

## Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Business Degree/operational management degree and/or relevant experience</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 3-5 years progressive management experience. Deep understanding of financial and business management, outstanding leadership skills, demonstrated ability to build consensus and relationship build, solid understanding of budgeting, operational efficiencies and contract negotiation. Previous experience working within a student lead environment an asset. Previous experience in working with a fully integrated POS to ERP system is an asset.</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>• Advanced communication and interpersonal skills</li> <li>• Ability to build consensus and relationships among managers, partners, and employees</li> <li>• Build alliances and partnerships with other organizations</li> <li>• Demonstrated ability to delegate responsibilities and provide leadership and training to key personnel</li> <li>• Good working knowledge of Microsoft Office suite, particularly Excel</li> <li>• Possession of key competencies including conflict management, business negotiation, organization and decision-making</li> </ul>

## Nature and Scope

- **Contacts:** Negotiate with partners for contracts, pricing, capital purchases. Work with various campus partners such as payroll, plant operations, UW police, Human Resources, School of Pharmacy as well as external partners such as
- **Level of Responsibility:** Oversight of operations for all commercial operations including HR management, inventory control, financial/budget development and reporting, strategic planning for all units.
- **Decision-Making Authority:** This position has significant decision-making authority for all accountabilities related to the provision of business operations as outlined within the department. This requires extensive interaction, leadership and facilitation skills. These types of decisions include staffing decisions (recruitment,

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performance, development, discipline), business process decisions relating to resource generation and allocation, human resources, service standards, procedures, workload/priority management, and overall budget management. This position makes recommendations to the Director Operations and Development, the General Manager and VP Operations and Finance about the improved service and business process opportunities that impact both the incumbent's and colleague's functional areas within and beyond the department.

- **Physical and Sensory Demands:** The managerial role is in an office setting that involves minimal physical demands.  
Ability to multi-task under tight deadlines is required
- **Working Environment:** Working within an environment whose overall management is student leaders that change annually requires a person who can be flexible and adapt quickly. The environment is often one of constant change, tight deadlines and high pressure situations that are beyond one's control. There may be unusual hours or schedules, constant interruptions that are impacted by varying student volumes at different times of the year. This position periodically requires long hours, some evenings, weekends and holidays.