

Job Description



Job Title:	Director of Operations and Development
Department:	Waterloo Undergraduate Student Association (WUSA)
Reports To:	General Manager
Jobs Reporting:	Manager Commercial Operations, IT Manager, Operations Analyst, SLC Operations Manager, Math Society Business Manager
Salary Grade:	USG 12
Effective Date:	October 2019

Primary Purpose

The Director, Operations and Development is accountable for the strategic development and management of IT (\$500k annual budget), Commercial (\$5M annual budget) and Building Operations (\$2M) for Waterloo Undergraduate Student Association. The Director is responsible for leading major strategic and financial efforts, business development, projects, and change management for the areas they oversee. They must assure that the services each operation provides aligns and support the values, vision and mission statements of WUSA as well as align with the organization's long- range plan.

Key Accountabilities

To represent senior management with on campus partners, vendors and support staff to help drive the strategic mandate & initiatives of the organization.

- Provide guidance/recommendations to executive/GM on major business challenges & decisions
- Liaise externally with professional, community and government organizations, and agencies on behalf of the organization
- Ensures the development and continual updating of any appropriate documentation, including but not limited to policies, procedures, training manuals, databases, and systems
- Lead and/or mentors cross-functional taskforces/projects
- Supports, communicates, and reinforces the mission, values, philosophy, and culture of the organization.
- Works closely with the General Manager to ensure visibility and understanding of important initiatives the GM is involved in to support coverage during their absence

Actively facilitate major business development efforts for Waterloo Undergraduate Student Association

- Ensure constant development of goods and services provided by WUSA
- Build business plans for new concepts and manage the rollout of new ventures & services with appropriate manager
- Ensure all tenants occupying WUSA managed commercial spaces reflect student demand, contribute financially to the building and that good working relationships are maintained
- Ensure WUSA business operations serve the needs of WUSA members and fit the direction outlined by the Waterloo Undergraduate Student Association Board of Directors
- Responsible for major procurement efforts to achieve cost savings through consolidating purchasing, acquiring rebates and strategically sourcing products/services and capital purchases
- Generate new programs and partnerships with external partners/sponsors to drive new sources of revenue

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- Facilitate cross departmental collaboration/efforts with on campus partners such as SSO, Orientation, Food Services, Registrar's Office, Community Relations & Plant Operations
- Work with Commercial, IT & SLC Operations Managers to prepare annual budget and business plans for all commercial operations, IT & SLC operations

Provide operational direction and establish standards to ensure the Student Life Centre facility and other WUSA managed spaces are effective in meeting the needs of UW undergraduate students.

- Work with WUSA's Board of Directors and/or UW Procurement to evaluate tenant occupancy, review leases, and solicited feedback from membership to ensure building space is effectively utilized
- Management and oversight of Student Commons space such as all societies spaces and businesses to ensure use of space aligns with organizational and student priorities as well as compliance in areas such as food safety and health and safety
- Collaborate with SLC Operations manager to plan and execute a building maintenance plan for maintenance, renovations and upgrades to the facility
- Ensure the SLC building continues to drive strong student foot traffic/usage and stays connected with the student body

Directs, motivates, and mentors staff

- Hires, supervises, develops, and evaluates managers, including the direction of interview committees, the selection of outstanding candidates, salary negotiations, and any disciplinary action necessary.
- For all staff under his/her direction, ensures effective administrative support systems, leadership and enlightened change management, fair performance evaluations, job-related training, and encouragement of ongoing personal and professional development.
- Accountable for the creation and maintenance of a work environment that fosters, recognizes, and rewards supportive mentorship, professional quality, respectful communication, creativity, positive energy, and synergy.
- Effectively oversees the organization, management, and control of all department resources, including but not limited to personnel, facilities, and technical assets

Lead improvements in business processes and deliverables across WUSA.

- Collaborate with Senior Management team and Operations Analyst to address and improve business processes/workflows through digital transformations
- Develop, implement and manage strong processes and controls that mitigate risk associated with management of all WUSA food and beverage operations while meeting changing service and business demands of students.
- Negotiation, interpretation and management of any operational and tenant agreements
- Promote digitized processes and integrate efforts with IT systems to improve productivity and accuracy
- Lead change management efforts for major projects ensuring strong communication, documentation and training is provided for initiatives
- Collaborate with managers to strengthen organization's targets and benchmarks

Set strategic direction to ensure IT department meets the needs of the organization that is separate and independent from infrastructure from UW.

- Responsible for the project management of major ERP/POS related projects, development and rollouts
- Champions initiatives involving the development & integrations of business systems to increase efficiencies, strengthen service levels and improve business intelligence

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- Work with IT manager to ensure resources are efficiently managed and Total Cost of Ownership (TCO) is actively monitored and improved upon
- Responsible for ensuring appropriate and effective controls are in place to manage all data and information for WUSA to comply with legislative requirements of the Privacy Act
- Manage the discovery & scoping of major IT development efforts requiring several stakeholders/large resources
- Ensure IT department meets or exceeds outlined service levels, ensuring minimal interruption for clients and quick turnarounds for help requests.
- Promote data driven decision making by ensuring business intelligence and data can be readily available to staff, students and management from our business systems
- Responsible for researching new hardware/products to market to improve business processes and service delivery

To provide overall management and oversight of these areas and guide the managers to effectively manage their areas.

- Work with managers to develop a strategic plan for their respective department outlining deliverables
- Help build annual budgets of \$7M+ and establish benchmarks for margins/costs across all areas under portfolio
- Ensures proper control of expenditures and advises the budget committee regarding budget requirements for marketing, communication, and advocacy strategies and for communications initiatives related to programs supported by the department
- Set and monitor Annual Action Business Unit Plans and conducts regular reviews with direct reports
- Promote effective communication channels within department ensuring they are reviewed and appropriate
- Equip managers with the appropriate tools, resources and professional development to meet their objectives

**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

- Completion of a Bachelor's degree in Business Administration/Commerce
- Master's Degree in Business/IT fields preferred.

Experience

- 5-7 years' progressive management experience in a multi-unit operation with a thorough understanding of all major functions of business in an organization.
- A thorough understanding and experience with change management, staff management, strategic planning, business development and program delivery is required.
- Excellent understanding and previous experience with managing the compliance with the Liquor License Act, Privacy Act, AODA, Health and Safety and Safe Food Handling.
- Experience and/or education with information systems management is also required.

Knowledge/Skills/Abilities (K/S/A)

Business K/S/A

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- Strong Project Management skills with managing projects for the organization including of new business concept creation, implementing information systems and overseeing renovations
- Excellent Negotiation Skills for managing vendor relations and pricing for raw materials
- Expert understanding of Operations Management with experience in managing the operational components an organization
- Facilities Management
- Expert understanding of Business Strategy to help develop, position and grow business areas of an organization to help introduce new streams of revenue and to grow existing ones
- Budgeting experience to manage an annual budget of \$7M+
- Extensive Retail & Hospitality experience with managing the overall execution of multiple business units in the retail/hospitality sector.

Technical K/S/A

- Thorough understanding of the Microsoft Office 365 suite in addition to other business productivity tools
- ERP management experience with managing the maintenance, growth and strategy behind an organizations ERP
- Understanding in Managing Information Systems including leading discovery processes, strategizing development efforts and championing new digital initiatives

Nature and Scope

- **Contacts:** The incumbent will need excellent strong communication and interpersonal skills to effectively manage and lead their team. They will communicate with all levels of employees within Waterloo Undergraduate Student Association to influence & motivate as well as to promote, justify and settle sensitive matters. Externally this position will have significant contacts with customers and vendors and will be involved in settling matters that are critical to the operations of the department. With the student leader's annual changeover, ability to develop working relationships quickly and effectively.
- **Level of Responsibility:** This position is responsible and accountable for the overall results of the commercial operations department, development of commercial opportunities and IT solutions for all aspects of the organization
- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for the departments and the changes to strategic business and IT plans.
- **Physical and Sensory Demands:** Minimal demands typical of a senior management position operating within a student centric organization.
- **Working Environment:** As a student centric organization, not a typical office environment with significant interruptions and regular change to plans, priorities and direction. Facilities management of a 24 hour/365 days high traffic building with peak times from 9am to midnight. Some evenings, weekends and holidays required.