UNIVERSITY OF VICTORIA GRADUATE STUDENTS' SOCIETY
OPERATIONS AND SERVICES MANAGER: JOB DESCRIPTION

Revision date: August 11, 2021

Position type: Permanent, Full Time

Reports to: Executive Director

Works with: Office Staff, Director of Finance, Bookkeeper, Director of Communications, Food and Beverage staff

Supervises: Office Staff, Service staff

Key areas of responsibility: Ensuring well-managed, efficient, and cost-effective operation of GSS services

The GSS is a non-profit society serving nearly 3000 graduate students studying at UVic. We provide services like the UPASS (bus pass), Extended Health and Dental insurance, meeting spaces, and democratic representation on campus to grad students. Our goal is to improve the welfare of our members and the experience of graduate studies at UVic. The GSS spent March 2020 to September 2021 working primarily remotely and will be offering hybrid service delivery with some services offered in-person in September to December 2021, as we position ourselves for a post-COVID-19 environment.

*All duties below labeled with an asterisk relate to the operation of the GSS Food and Beverages Services (Grad House Restaurant and Side Project Café). The Food and Beverages Services are not currently operational due to the pandemic. As a member-based organization, the GSS will be seeking member input throughout 2021-22 before re-opening these services to ensure we continue to meet new and emerging member needs. The expected re-opening date for the Food and Beverage services is no sooner than September 2022.

Job Description:
This is a leadership position within the GSS. The Operations and Services Manager will work with the Executive Director to maximize member satisfaction and engagement. This position ensures the success and continued relevance of GSS services. The Operations and Services Manager is responsible for the work of the office and services staff and is to lead by example. In addition to supervisory duties this position involves front line service provision.

DUTIES

SERVICES MANAGEMENT

Human Resources/Staff Management

• Supervises day-to-day work of office and services staff, including unionized employees, Work Study students and other contract workers
• Hires, orients, trains, promotes, and disciplines employees as necessary according to all provisions of the Collective Agreement
• Oversees workplace health and safety compliance and ensures a safe and healthy workplace
• Coordinates staff schedules, tracks staff hours, reviews timesheets semi-monthly and submits to the bookkeeper
• Handles any staff questions about payroll and holiday payroll in coordination with the GSS bookkeeper and Executive Director
• Advises the Executive Director on all matters related to discharge
• Sits on Labour Management Committee, Food and Beverage Committee*, and Personnel Committee
• Assists the Society in all matters related to renegotiating the Collective Agreement, including sitting on the bargaining committee

Services Management
• Oversees administration of the UPASS, Health and Dental Plan, GSS grants, Modo Car Share, room booking and other GSS services, including tracking invoices, ensuring timely reconciliation of payments, and training service staff
• Works with the Executive Director to manage contracts with BC Transit, the GSS Health and Dental Insurance provider and broker, and UVic
• Ensures compliance with external regulations and GSS policies
• Assists Labour Management Committee in drafting operational policy and procedures
• Implements operational policy and procedures
• Monitors, analyzes and reports on financial performance of the restaurant*
• Manages promotions and advertising for the Grad House*

Service Delivery
• Performs front office member support work when needed (approximately 10-15 hours/week)
• Answers member inquiries by email, phone, and walk-ins
• Opt members in and out of UPASS and Health and Dental insurance plans
• Reconciles UPASS and Health and Dental enrolment and payments

Leadership
• Supports the Executive Director on emergency planning and crisis recovery
• Acts as staff lead in the absence of the Executive Director
• Provides expertise in best practices of financial management using Canadian Accounting Standards for Non-profit Organizations
• Takes a leadership role in establishing a clear vision for GSS services and ensures involvement of all staff in visioning process
• Ensures adherence to and practice of policies and procedures
• Ensures adequate communications between the service and office staff and the GSS Executive Board
• Handles member complaints

Administration
• Manages point of sale system
• Ensures all invoices and cash out paperwork are provided to the bookkeeper each week
• Meets with the bookkeeper monthly
• Ensures financial protocols are followed (e.g., till reconciliations, refund requests, etc.)
• Manages relationships with suppliers and service providers related to Food and Beverage operations*
• Ensures food and liquor inventory procedures are in place, and analyzes inventory reports*
• Ensures invoices are entered into Optimum control inventory system weekly*
• Orders beer and purchases liquor*
• Ensures catering procedures are effective, clear and consistent*
• Manages major catering orders (planning menu, quoting prices, ensuring invoice information is provided to bookkeeper), in consultation with the Kitchen Supervisor*
• Provides information on catering events to the bookkeeper for invoicing*

CAPITAL PROJECTS, FACILITIES AND EQUIPMENT

Building and System Maintenance
• Maintains and manages office technology systems including the photocopier, computers, network, etc.
• Acts as primary point of contact for UVic Systems
• Acts as secondary point of contact on matters relating to the Society's premises
• Ensures procedures for security of computer systems and point of sale are followed as per UVic policy and best practices
• Renews and approve maintenance and janitorial services in consultation with UVic Facilities Management
• Ensures building safety and emergency planning practices are upheld in keeping with UVic policy
• Reviews utility and other invoices from UVic

Capital Purchases
• Works with Executive Director and Executive Board to establish long range capital plan for the GSS building
• Assesses needs for capital repairs and equipment replacement (furnishings, computers, phones, etc.)
• Obtains competitive quotes for new equipment and furnishings
• Advises the Executive Board on capital purchases
• Facilitates capital purchases through UVic and other suppliers
• Assists in capital planning and budgeting
• Ensures maintenance of equipment
• Ensures consistent look and colour scheme for building furnishings
• Maintains capital inventory records

Renovations
• Manages aspects of renovation projects relevant to their portfolio, such as equipment, facilities, and ensuring changes are functional and adequate for food services uses
• Keeps Executive Board informed on progress of renovations and reports on results of projects under their supervision
Competencies

- **Financial Management**: Plans, organizes, directs and controls financial activities such as procurement and utilization of funds of the organization, as well as managing budgets and interpreting financial statements.
- **Project Management**: Works through all 5 phases of the project management lifecycle (project initiation, planning, execution, monitoring and controlling, and closing)
- **Personnel Management**: Organizes workflow, ensures that employees understand their duties or delegated tasks, monitors employee productivity and provides constructive feedback and coaching.
- **Communications**: Uses a broad range of communication styles that can be tailored to different audiences (e.g., cross cultural) in diverse situations and in different formats (e.g., written, oral, visual).
- **Restaurant Management**: Has capacity to manage ordering, oversee FoodSafe and liquor licence regulations, manage front-of-house and back-of-house staff and all other related restaurant duties.

Qualifications

- Bachelor’s degree (or higher), or associate degree or diploma (business administration, public administration, human resources, or related degree)
- At least 2 years of work experience in a management or leadership role in a public service, not-for-profit, or member-service oriented organization
- At least 2 years experience as a direct supervisor
- At least 1 year experience in a management or leadership role in food service or food and beverage service operation
- Experience in financial management
- Experience managing projects with diverse stakeholders

*Preference may be given to candidates with graduate degrees and/or project management certifications (or equivalent work experience).

**Additional Application Information:**
This position is an excluded management position. Hours of work will be 9-5, Monday to Friday. On some occasions, the Operations and Services Manager will be required to work GSS events or attend meetings that occur during evening and weekends. Two weeks paid leave during the December closure will be offered in lieu of overtime pay. This position has health insurance and RRSP benefits.

Applications will be accepted until 4:30pm on September 10, 2021. Please apply by emailing your resume and cover letter as a single pdf to gssjobs@uvic.ca attention Ms. Kyla Turner, Executive Director. The GSS thanks all candidates for their interest. However, only candidates offered an interview will be contacted. To learn more about the GSS: [http://gss.uvic.ca](http://gss.uvic.ca)
GSS Organizational Charts

Membership and Governance

**Annual General Meeting / Referenda**
- Every member has a vote
- Approves budget, audits, and ratifies Executive board elections
- AGMs are held twice a year
- Referenda are held for any changes to GSS fees

**Graduate Representative Council**
- Representatives elected from each department
- Acts as liaison between department and GSS
- Oversees the board and approves their reports
- Has authority to make up to $10,000 modification of budget

**Executive Board**
- Elected annually by membership
- Develops Annual Plan and longterm planning vision
- Represents members in meetings with senior UVIC administration
- Oversees management staff and chair operational committees

**Management Staff**
- Report to Executive Board
- Manage daily operations
- Supervise staff
Staff Organizational Chart

*Please see Governance Organizational Chart for relationship between Board and Staff.*