Job Posting: Operations and Services Manager

Posted: August 9, 2021

Position type: Permanent, Full Time

Salary: $30.00/hr, 35 hrs/week ($54,600/year)

Benefits: See GSS Management Employee Benefit Booklet, 2 weeks vacation in first year, paid sick leave, extended health and dental insurance

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

ABOUT THE UVIC GRADUATE STUDENTS’ SOCIETY (GSS)

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.

ABOUT THE POSITION

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 (see job description for full list of job duties):

Human Resource Management:
- Supervises and develops office and services staff
- Schedules staff and reviews staff timesheets on a biweekly basis
- Sits on the Labour Management and Personnel Committees
- Oversees workplace health and safety

Services Management:
- Oversees administration of the UPASS, Health and Dental, 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 Executive Director to manage contracts with BC Transit, the GSS Health and Dental Insurance provider and broker, and UVic
- Performs front office member support work when needed (approximately 10-15 hours/week)
Leadership:
• Supports Executive Director on emergency planning and crisis recovery
• Acts as staff lead in the absence of the Executive Director

Administration:
• Manages point of sale system
• Ensures all invoices and cash out paperwork is provided to the bookkeeper each week
• Ensures financial protocols are followed (e.g., till reconciliations, refund requests, etc.)

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

As a unionized workplace, the GSS will consider applications from any qualified internal candidates prior to those from external candidates. The GSS prioritizes applications from qualified graduate student candidates.

This position is an excluded management position and is not part of the union.

**HOW TO APPLY:**

Send your cover letter and resume to the attention of Ms. Kyla Turner, Executive Director via email to gssjobs@uvic.ca. Please attach the cover letter and resume as a single PDF file and use “Operations and Services Manager Posting” as the email subject. Interviews for this position will be conducted remotely and will take place on a rolling basis.

**This posting will close on September 10, 2021 at 4:30 pm.**