



SUS Services Director

The University of the Fraser Valley Student Union (UFV SUS) is a British Columbia Not For Profit Corporation representing and serving our UFV student members. The SUS facilitates a number of services such as the UFV Shuttle Bus and Aftermath restaurant in addition to clubs and associations support. As the official representative body of UFV students the mission of the Student Union is to create a strong, unified student voice and to provide innovative and valuable services to its members by advocating on behalf of and collaborating with the Student Body, UFV and the community.

Work Schedule: 8:30am-4:30pm Mon-Fri

Responsible to: Executive Director

GENERAL STATEMENT:

POSITION DESCRIPTION

The Services Director is a position in the UFV SUS. The incumbent will adhere to the rules, regulations and employment standards established by the UFV SUS.

Under general direction and supervision of the Executive Director, the position of Services Director has primary responsibility for assisting with the management of service operations of the Student Union. Those functions include, but are not limited to: advising student service managers, coordination of information services, advertising and marketing food services and programs, and service plan development.

TYPICAL DUTIES AND RESPONSIBILITIES:

Under general supervision of the Executive Director, the incumbent will perform a variety of functions, including but not limited to the following:

Description of Duties

Service Programs Oversight

- provide leadership in the growth and development of the SUS restaurant, and identify long- range and short-range objectives related to space and service needs ;
- produce statistical and tracking reports as required,
- coordinate operations of SUS service units in alignment with SUS mission, vision and goals;
- facilitate outstanding customer service from service units and demonstrate professional etiquette;
- develop relationships with University service departments to maintain current information for dissemination to students and general public;
- produce advertising and marketing material to promote service use;

Event Coordination

- oversee and manage events as planned by the Events committee;
- oversee orientation programming development;
- review and advise on SUS event budget proposals;
- provide logistical support including assisting with the procurement, placement, set up and tear down of equipment;
- serve as liaison with appropriate University departments;
- advising on clubs and associations programming;

Supervision

- in conjunction with the Executive Director, recruit, hire, train and evaluate student managers;
- coordinate work schedules and conduct routine meetings for evaluation and on-going training;
- assess staffing needs and make recommendations to Executive Director;
- assign and monitor projects and tasks;
- supervise invoicing;
- ensure all policies and procedures of the SUS and all relevant labour laws or conditions are met and enforced.

Other Duties as Assigned – This is an evolving position and responsibilities may shift over time as the scope and nature of SUS services are meant to reflect ever changing needs of the student community. This position is to provide support to all areas of the SUS operations as needed; conduct occasional special projects and other duties as assigned.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

Skills/Knowledge

- graduation from a four-year university program or equivalent education and experience;
- 3 years operations/administrative experience;
- strong communication skills, interpersonal skills and the ability to work cooperatively in a diverse environment;
- thorough knowledge of office methods, procedures and practices;
- strong computer knowledge, including the use of word processing and spreadsheet software (e.g., Microsoft Word, Outlook, Excel, Publisher;) thorough knowledge of English grammar, spelling, and punctuation.

Abilities

- to interpret and apply policies and procedures to a variety of situations;
- to explain a variety of complex procedures and policies to others;
- to use resourcefulness and initiative;
- to coordinate many different projects and tasks, determine relative importance of each, set deadlines and complete projects accordingly;
- to establish and maintain cooperative working relationships with students, faculty and others;
- to clearly communicate orally and in writing; ability to collect, compile and analyze a variety of data;
- to match program needs with available resources;
- to analyze situations accurately and to develop corrective action;
- to maintain cooperative relationships and work well independently.

PREFERRED QUALIFICATIONS

Experience

- experience in Higher Education environment with emphasis in student unions, student activities, or student development and which has provided the applicant with exposure to student led services;
- restaurant and/or retail management experience;
- strong understanding of social media marketing;
- experience supervising non-traditional employees in a culturally diverse environment;
- demonstrated organizational and administrative skills;
- program development and training experience.

SALARY

\$42,500 annually starting; plus benefits.

CLOSING DATE

The position will remain open until October 11, 2013. Anticipated start date: November 4, 2013.

APPLICATION PROCEDURE

Please send cover letter and resume to Executive Director Meghan McDonald at m.mcdonald@ufvsus.ca.

We thank all applicants for their interest; however, only qualified candidates will be contacted for an interview.