

Job Description

Member Services Coordinator – Generalist (Temporary Full-Time)

Working Relationship: Reports to the General Manager; supervises Member Services Assistants.

The Simon Fraser Student Society is an equal opportunity Employer.

This is a temporary full time (up to 35 hours) position at a wage rate of \$26.54 per hour with additional benefits as defined in the Collective Agreement. Hours of work are to be determined.

Core Duties: The Member Services Coordinator – Generalist shares the following duties with all Member Services Coordinators.

1. Reception and Navigation
 - Manage the Simon Fraser Student Society (SFSS) Student Centre and oversee the provision of effective front-line service for members, including in-person, telephone, and email interactions
 - Ensure that effective support is provided and available for external members and internal Student Centre staff
 - Provide relevant, up-to-date and accurate information regarding SFSS services, processes, policies and general events to members
 - Efficiently determine member needs and refer them to the appropriate on-campus resources

4. Administration
 - Administer general member services programming (e.g., legal clinic, food bank, etc.)
 - Process and provide additional support in member servicing areas including room bookings, equipment bookings, locker rentals, catering and permit requests, and Facilities Services bookings
 - Monitor SFSS spaces for appropriate usage. Reset and maintain SFSS spaces as needed
 - Process invoices and cheque requisitions. Manage internal accounts for student groups
 - Oversee sales of products and services, and supervise cash reconciliations
 - Supervise and schedule employees

- Other related duties at the request of the General Manager or Chief Executive Officer (CEO)
2. Club and Student Union Support
- Systems process review. Develop, monitor, evaluate and adjust processes and systems related to clubs and student unions.
 - Online Content. Assist and monitor in the development and delivery of online resources to help clubs student unions and other approved student groups
 - Maintain a strong working relationship with the Executive Committee members of the department student unions and clubs
 - Assist department student unions and clubs with the coordination of projects, programs, services and other events that are of benefit to the membership and ensure that the goals and interests of the Society are upheld
 - Review and approve loans and supplementary grants to assist department student unions and clubs with their activities
 - Attend meetings of department student unions and clubs upon request or as directed
3. Event Support and Planning
- Assist in the development of the annual events calendar.
 - Work collaboratively with the SFSS and its members, including clubs, student unions, constituency groups and other student groups, to identify and develop new events or stage existing events that will improve the social, academic, and financial and/or health and well-being conditions of undergraduate students
 - Ensure that event plans are completed and shared with the applicable event committee or, in the absence of a committee, with the Board of Directors and CEO.
 - Act as the SFSS contact person during event implementation
 - Liaise with representatives from SFU, SFSS and external vendors to ensure that venues and equipment are secured, food, beverage and other amenities are arranged and all necessary agreements are in place.
 - Ensure that appropriate volunteer and/or staff support is in place to stage the event and have received appropriate training and support
 - Secure the necessary permits, licenses, approvals, certificates of insurance to stage the event
 - Will be responsible for creating post event debriefs to be shared with the CEO and/or General Manager as well as all other necessary parties

To apply, email your cover letter and resume to jobs@sfss.ca citing that you are applying for the **MSC – Generalist** in the subject line. Acceptable file formats include MS Word documents or PDF files. Unreadable files will be ignored. Applications must be received no later than **9:00 AM (PST) Thursday, November 22nd, 2018**. Desirable start date: as soon as possible. Applicants must be available to work Monday to Friday during regular office hours and a post-secondary degree or diploma in relevant field is required. Only applicants who are selected for interviews will be contacted. End date: December 18, 2020.