

SFSS Operations Organizer

JOB SUMMARY

The *Operations Organizer* provides human resources support to the Simon Fraser Student Society and at the direction of the President, the Executive Committee and the Board of Directors is responsible for the smooth operations of the SFSS and its services. The *Operations Organizer* supports the Executive in the administrative and day-to-day staff relations and operations of the Society. The position reports to the Executive Committee and Board of Directors through the President, and works closely with the VP Finance and other Executives.

REPORTING STRUCTURE

- Reports directly to the President
- Reports to the SFSS Board of Directors & Executive Committee
- Works closely with the VP Finance and other Executives

DUTIES AND RESPONSIBILITIES

Staff Relations Support and Services Delivery

- Provide support to unionized staff, including support for the new working relationships with the Board of Directors and its committees
- In conjunction with the President and the various Board committees, work with staff to ensure that relevant motions and directives are followed upon and provide coordination with the various services, events and campaigns of the student society, and support the Executive in all aspects of Board stewardship
- Support members of the Board and its committees, particularly the Executive Committee, in the execution of operational responsibilities
- Update the Finance and Administrative Services Committee and ensure the effective utilization of SFSS resources to maintain operational strength
- Provide the Board with monthly reports on metrics of all services and activities on the operations of the organization
- Identify, assess, and inform the Board of Directors of internal and operational issues affecting the society, particularly on operations that impact the mandate of Board and committee decisions
- Support the Board in the development and recommendation of the annual budget, internal auditing processes and financial management, and provide assistance to the Finance and Administrative Services Committee
- Review and propose any amendments or adjustments to the annual operating budget or annual capital budget of the Society's commercial services for consideration by the Finance and Administrative Services Committee
- Alongside the VP Finance and Finance Coordinators, conduct payroll for staff and Board member stipends and ensure that all statutory and contractual requirements of

the organizations are met, including withholdings (CPP, EI, income tax), CRA payments and payment of employee benefits

- Work with the Executive to implement a performance management process for all staff both on an on-going basis and by conducting annual performance reviews
- Ensure the delivery of probationary reviews for new staff hires, as required by the Collective Agreement
- With input from staff and Executive Committee, organize a yearly staff retreat
- During Collective Agreement renewal years, act as one of the Employer representatives in bargaining activities and:
 - Ensure the Bargaining Committee is convened
 - Research and prepare for bargaining rounds
 - Consult with legal counsel where necessary
- In collaboration with staff, perform research and fact-gathering for the Board of Directors
- Consistently meet deadlines and develop realistic action plans that support organizational goals and objectives
- Take initiative to identify problems and issues and seek solutions proactively
- Schedule staff meetings and ensure agenda development
- All other duties as assigned

Human Resources and ensuring supportive work environment

- Work alongside the Executive to ensure the Board receives regular and relevant updates regarding SFSS internal operations, including but not limited to financial, policy and personnel issues
- Provide advice regarding job descriptions, including development and adjustments, as required
- Maintain up-to-date job descriptions
- Oversee all job postings at the direction of the HR and Personnel Committee
- Develop, distribute and advertise all employment postings in collaboration with the Communications office
- Ensure the HR and Personnel Committee strikes hiring committees for all unionized Society staff positions, and that the Board strikes the hiring committees for all union-excluded personnel positions
- Recruit, orient, train, coach, allocate tasks, review performance and supervise administrative personnel
- Act as one of the Staff Liaison Officers alongside the President and maintain accurate, up-to-date, complete and confidential personnel files
- Assist coordinators with determining staff development requirements
- Process or approve all staff absences and evaluate staff performance and grievances with the direction of the HR and Personnel committee
- Provide resources and support in cases of discipline and discharge of unionized staff
- Apply provisions within the Collective Agreement with direction from the HR and Personnel committee
- Maintain and implement the policies and procedures in the Personnel Policies

- Assist with and provide expertise, advice and direction on human resource matters, notably the Collective Agreement, Personnel Policies, occupational health & safety, employment standards legislation, WCB requirements, staff benefits and insurance, grievance procedures, etc.
- Ensure that all staff members receive an orientation to the SFSS, their workplace, the Collective Agreement and the Personnel Policies
- Track use of employee leave entitlements and maintain confidential personnel files alongside the President
- Do all other human resource duties assigned by the President, the Executive Committee, and the Board of Directors
- Report at least weekly, in a transparent manner, all HR and personnel work activities to the President and the HR and Personnel Committee

Board HR and Personnel Committee Support:

- Assist in the development and implementation of human resource policies and procedures
- Act as one of the Staff Liaison Officers alongside the President, and apply provisions within the Collective Agreement with direction from the HR and Personnel committee
- Alongside the President, liaise between the HR and Personnel Committee and Union leaders with respect to employment conditions, interpretation of the Collective Agreement, collective bargaining and employee disciplinary matters (eg. Working Conditions Committee meetings)
- All other human resource duties assigned by the Board

Operations and Member Services Support

- Develop, implement and regularly monitor and adjust service processes to ensure that member needs are being addressed
- Develop, implement, monitor and adjust annual service-delivery operational plans
- Regularly solicit feedback from members regarding the quality of their service experience; incorporate the feedback to improve service delivery per direction from the appropriate Board committee
- Approve expenditures within the authority delegated by the Board
- Ensure staff operating procedures are up to date and in line with Board policies

Financial Support

- Work with the VP Finance and Finance Coordinators to provide Board with regular, comprehensive reports on the revenues and expenditures of the organization
- Ensure that the organization complies with all legislation covering taxation and tax withholdings
- Develop strong, positive and productive working relations with the SFSS Finance Coordinators, account managers and investment bankers
- Ensure the timely processing of cheque requisitions, including verification and sign off
- Ensure that services are delivered efficiently and on budget

- Work with the VP Finance and the Finance Coordinators to prepare a comprehensive annual budget including:
 - Supporting the development and implementation of the budget consultation framework
 - Supporting the VP Finance and Finance Coordinators in creating the budget presentation for Board and Council
- Work with Finance Coordinators to prepare for the yearly audit
- Work with Finance Coordinators in changing over signing authorities
- Facilitate monthly reports on the operations of all services of the Student Society
- Facilitate reports from the departmental Coordinators and communicate them to the Executive Committee on a bi-monthly or monthly basis

OTHER

- Perform all duties and responsibilities in accordance with SFSS policies and procedures
- Perform other duties as directed

Required Qualifications

- Bachelor's degree and relevant progressive experience
- 4+ years of work experience in a student union or labour union environment or in related youth-led organization related position with progressive responsibilities
- Advanced knowledge of the Societies Act, University Act and Employment Standards Act
- Strong understanding of university governance, and advanced education and undergraduate student issues
- Advanced project and program management skills
- Excellent communication and interpersonal skills
- Experience working in campaigns associated with anti-racism and anti-oppression initiatives
- Previous experience negotiating and managing contracts
- Ability to work flexible hours when needed and to work occasional evenings and weekends
- Experience establishing professional relationships

Preferred Qualifications

- 2+ years of work experience as union-excluded staff and serving as a staff liaison between the Board of Directors in a Student Society or non-profit organization
- Experience and demonstrated success in initiating, operating, and managing a social enterprise or business
- Excellent organizational abilities; able to prioritize multiple tasks; strong attention to detail
- Experience building campaigns and strategizing

Working Conditions

- Working over the weekend and evening may be required from time to time

- Office setting amongst staff in an office cluster

The SFSS is committed to recruiting, nominating and supporting skilled candidates who have a commitment to equality and justice, and we encourage applications from women, Black, Indigenous, and members of racialized communities, persons with disabilities and members of LGBTQ+, cultural, religious and linguistic communities.

We offer competitive compensation with a range of: \$70,000 - \$80,000 annually along with an extensive benefits package.