Federation of Students’ Board of Directors’ Minutes

SLC 1106, UNIVERSITY OF WATERLOO

Speaker: Director Wray  Secretary: Director Potter

ATTENDANCE

The following members were present:

- Barakat, Abdullah Mohamed
- Brieva, Antonio
- Burdett, Suzanne
- Gerrits, Matthew Douglas John
- Gupta, Vaishnavy Sushilkumar
- Knight, Jill Leanne
- Potter, Tristan Wesley Morris
- Schwan, Brian
- Tang, Zhe Chong
- Tran, Tomson Huynh
- Wray, Alexander James David

The following members were absent:

- Clubine, Andrew

PRELIMINARIES

CALL TO ORDER

Director Wray called the meeting to order at 5:05 PM.

EXECUTIVE REPORTS

Please see the attached written reports for the full reports from the Executive to the Board of Directors.

REPORT OF THE VICE PRESIDENT, EDUCATION

The Vice President, Education was busy preparing for and attending UCRU Advocacy Week, where they managed to attend 50 meetings during the week.
REPORT OF THE VICE PRESIDENT, INTERNAL

The Vice President, Internal updated the Board on the Campus Life Department Action Plan, and some planned updates to the Committee Of Presidents procedure that is currently in review.

As well, they announced that Wrap Up Week would be starting next week.

REPORT OF THE VICE PRESIDENT, OPERATIONS AND FINANCE

The Vice President, Operations and Finance is hoping to have an official proposal to improve budgeting procedure in the near future, and will be discussing the first draft with budget committee this week.

Towards the commercial services, the Vice President, Operations and Finance is managing the continuing LS retail updates. They are preparing for the enhancement versions of the software to live within Feds, with a broader role-out plan to the societies and other areas of the organization planned to happen soon.

Internally, the Vice President, Operations and Finance is continuing work on medium-range strategic planning for the Feds departments, they are hoping to be done by the beginning of January 2018. The internal departments are thinking critically about their goals and the Vice President, Operations and Finance is optimistic about the results.

Additionally, the Vice President, Operations and Finance and Vice President, Internal have been discussing improvements to the transition process, as it currently is an afterthought as executives wrap up their terms in office. They are creating goals and metrics to help ensure that transition goes as smoothly as possible and that the transition process has a positive impact on incoming executives.

REPORT OF THE PRESIDENT

The President gave a brief update on the General Meeting, and directed Boards attention to some items later in the agenda that were added in response to the results of the meeting.

Additionally, negotiations with GSA about the costs of the new SLC/PAC expansion are ongoing. The President expects draft contracts will come to board, along with SLC management agreement, when both are more finalized.

CONSENT

APPROVAL OF THE MINUTES

Be it resolved that Board approves the minutes of the October 5, 2017 board meeting as presented.

Be it further resolved that Board approves the minutes of the October 19, 2017 board special meeting as presented.
Be it further resolved that Board approves the minutes of the October 23, 2017 board special meeting as presented.

Director Potter tabled the minutes due to lack of notice, and will deliver them to the next meeting. It was noted that there would be 4 sets of meeting minutes at the meeting.

Motion carries unanimously.

REGULAR

GOVERNANCE TASK FORCE

Be it resolved that the Board appoints _______ and _______ to the General Meeting Governance Task Force as representatives of the Board of Directors President Brieva and Director Gerrits.

Per a resolution passed at the recent Annual General Meeting, a task force was created to investigate engagement at General Meetings.

President Brieva is anticipating the time commitment to be monthly meeting, with working groups meeting bi-weekly.

A director inquired about how tasks would be broken out into working groups. President Brieva replied that this was a preliminary idea, but that ideally one task force would be allocated for electronic voting as well as the other potential issues.

A director asked if this task force could recommend changes to the structure of council, and was informed that it could.

Director Potter nominated himself, Director Gerrits nominated himself. There was no other nominations, and they fill the blanks. The motion now reads:

Be it resolved that the Board appoints Director Potter and Director Gerrits to the General Meeting Governance Task Force as representatives of the Board of Directors

Motion carries.

SHAREPOINT UPDATES

Board received updates on the Board SharePoint website from Director Wray.

Notably, the agenda will be available via sharepoint, but the PDF and print copies are still the authoritative source. Director Wray was excited to announce that the new system has version control and can link to other documents on sharepoint.

STUDENT SERVICES

Board received updates on a conversation that student representatives are having with Chris Read from Director Wray.

Board may be involved in a more comprehensive review of the services being provided on campus.
**WATERLOO ABORIGINAL EDUCATION CENTRE CEREMONIAL FIRE GROUNDS PROJECT**

Director Wray outlined a new project underway, the *St. Paul’s University College & Waterloo Aboriginal Education Centre Ceremonial Fire Grounds project*, which is currently looking for around $20,000 in funding. The University of Waterloo has refused to pledge any money towards this, so Director Wray is wondering if the project is aligned with Feds principles and if there is any ways that Feds would like to support the project.

Director Wray left the room, expressing a potential conflict of interest.

*Board expressed that this was a great Student Life Endowment Fund project.*

A director asked if there was any Feds policies around indigenization on campus. The Board was informed that Feds is currently working on a policy on indigenization, and that the policy would largely call on the University to provide more funding. It was noted that $20,000 is a relatively small amount of money, and that it was strange for the university to decline to fund such a low-budget project.

Vice President Clubine expressed that he will communicate with St. Paul’s staff to inquire about the University’s refusal and to figure out proper action from Feds.

Director Wray re-entered the room.

**COMPREHENSIVE EXECUTIVE SALARY REVIEW**

**Be it resolved that** Board establish a committee of the non-executive board members to run a comprehensive review of the executive roles, and report back to board.

*Director Gerrits and Director Barakat.*

It was expressed that the intent with this review is to have uWaterloo’s Human Resources department do the review, and report results to the non-executive members of the board. If uWaterloo refuses to do an out-of-band review than the committee may consult a local professor of Human Resources.

*Motion carries* unanimously.

**RECESS**

**Be it resolved that** Board recess at 5:40PM until Vice President Schwan returns.

Called by Director Wray. No opposition.

The Board re-convened at 6:02PM.

**ONTARIO ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) COMPLIANCE REPORT**

Director Wray inquired about what obligations Feds had under the *AODA*. The Vice President, Operations and Finance thanked Director Wray for bringing this up, since Feds does need to file i compliance reports and determine what level of compliance is required, and what level of compliance Feds is currently meeting.
Feds is currently focussing on part-time staff, with a focus on ensuring that people are getting the right training. As well, the new website is fully compliant with AODA. The Vice President, Operations and Finance offered to update Board in December with a more comprehensive report.

A director requested clarification on what Fed’s precise role was, given our high reliance on the university for infrastructure. It was understood that building infrastructure was the responsibility of uWaterloo, but the infrastructure surrounding clubs and services was under Feds.

A director inquired about any current Feds accessibility policies, including whether they were operational if they existed. The director specifically asked about the MappedIn kiosks and feds.ca surveys.

The Board was informed that the MappedIn kiosks are considered accessible, but the Vice President, Operations and Finance would like to confirm to what extent. Feds survey’s are accessible under AODA, but may not meet some other standards.

In terms of the Feds office infrastructure, renovations to ensure the front desk area is more accessible would be Feds responsibility; however, parking lots would be university. It was noted that there is no plan to make the front desk more accessible, as the back entrance technically meets standards and Feds will be moving to a more accessible location in the near future.

OTHER BUSINESS

TRANSITION OF EXECUTIVE TITLES

Given the new bylaws, the executives have been investigating the best way to transition the title change from Vice President, Internal to Vice President, Student Life.

The proposed solution is to use Vice President, Internal until a plan on how to inform students of the change is made.

A director shared an experience of going through a similar executive title change within EngSoc.

Board expressed that since there were no major changes to executive responsibilities, executives should continue as-is. External communication should use the new titles.

ADJOURNMENT

Be it resolved that the Board adjourn until the next meeting.

Vice President Schwan and Vice President Clubine.

With no new business the meeting was called to adjourn at 7:10 PM.

Motion carries unanimously.
St. Paul’s has developed a design for a ceremonial fire grounds and medicine garden to support the cultural and educational outreach programs of the Waterloo Aboriginal Education Centre. The design, by Brian Roth, Architects, was developed in close consultation with Fire Keeper Al MacDonald of Kitchener. The fire pit, which will be shaped as a medicine wheel, will be used for ceremonies and other gatherings.

In many Aboriginal cultures, fire honours the spirit of the ancestors. The medicine garden will contain herbs and other plants – such as sage, cedar, sweetgrass, and tobacco – traditionally used for smudging ceremonies and medicinal or blessing purposes. We envision that this space will facilitate community-building throughout the university and surrounding area and to be conducive to peaceful reflection. This space may also be used by the University community for special occasions.

For more information, or to support the project, please contact Kelly Deeks-Johnson.
Accessibility rules for businesses and non-profits

The rules and deadlines businesses and non-profits must follow to meet accessibility standards in Ontario.

The rules you need to follow depend on the type and size of your organization. You are exempt if you are self-employed and do not have employees.

How to count your employees

Count all full-time, part-time, seasonal and contract workers. With most employees, you

- pay wages or a salary
- have control over the work assigned
- have a right to control the details of the work

Do not count employees outside Ontario. Do not count volunteers or independent contractors, but you are responsible for ensuring that the services they provide on your behalf follow the rules of Ontario’s accessibility standards. You may need to ensure these individuals are trained to meet the requirements.

1-19 employees

By January 1, 2012, you need to:

- Provide accessible customer service (https://www.ontario.ca/page/how-make-customer-service-accessible)
  - train your staff and volunteers to serve customers of all abilities
  - welcome service animals and support persons
  - create accessible ways for people to provide feedback
  - put an accessibility policy in place so employees, volunteers and customers can know what to expect
- Provide accessible emergency and public safety information (https://www.ontario.ca/page/how-make-information-accessible#section-1)

When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.

- Provide accessible emergency information to staff (https://www.ontario.ca/document/how-provide-emergency-information-accessible-employees)

  When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.

By January 1, 2015, you need to:

- Create accessibility policies (https://www.ontario.ca/document/how-create-accessibility-policies)
  - this will help you achieve your accessibility goals
- tell your employees and customers about your policies
- **Consider accessibility when purchasing or designing self-service kiosks** ([https://www.ontario.ca/page/how-make-self-service-kiosks-accessible](https://www.ontario.ca/page/how-make-self-service-kiosks-accessible))
  
  This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licences.

**By January 1, 2016, you need to:**

- **Train your staff on Ontario’s accessibility laws** ([https://www.ontario.ca/page/how-train-your-staff-accessibility](https://www.ontario.ca/page/how-train-your-staff-accessibility))
  
  Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization.
- **Make it easy for people with disabilities to provide feedback when asked** ([https://www.ontario.ca/page/how-make-information-accessible](https://www.ontario.ca/page/how-make-information-accessible))
  
  This includes surveys or comment cards.

**By January 1, 2017, you need to:**

- **Make your public information accessible when asked** ([https://www.ontario.ca/page/how-make-information-accessible](https://www.ontario.ca/page/how-make-information-accessible))
  
  Work with the person to figure out how to meet their needs as soon as possible.
- **Make your employment practices accessible** ([https://www.ontario.ca/page/accessible-workplaces](https://www.ontario.ca/page/accessible-workplaces))
  
  This includes how you hire, retain and provide career development opportunities to all your employees.

**By January 1, 2018, you need to:**

  
  This applies to:
  
  - recreational trails and beach access routes
  - parking lots
  - service counters
  - fixed queuing guides
  - waiting areas with fixed seating

**20-49 employees**

**By January 1, 2012, you need to:**

- **Provide accessible customer service** ([https://www.ontario.ca/page/how-make-customer-service-accessible](https://www.ontario.ca/page/how-make-customer-service-accessible))
  
  - train your staff and volunteers to serve customers of all abilities
- welcome service animals and support persons
- create accessible ways for people to provide feedback
- put an accessibility policy in place, so your employees, volunteers and customers can know what to expect

- **Provide accessible emergency and public safety information** (https://www.ontario.ca/page/how-make-information-accessible#section-1)

When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.

- **Provide accessible emergency information to staff** (https://www.ontario.ca/document/how-provide-emergency-information-accessible-employees)

When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.

**By December 31, 2014, you need to:**

- **File an Accessibility Compliance Report** (https://www.ontario.ca/page/completing-your-accessibility-compliance-report)

**By January 1, 2015, you need to:**

- **Create accessibility policies** (https://www.ontario.ca/document/how-create-accessibility-policies)
  - create policies to help you achieve your accessibility goals
  - tell your employees and customers about your policies
- **Consider accessibility when purchasing or designing self-service kiosks** (https://www.ontario.ca/page/how-make-self-service-kiosks-accessible)

This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licences.

**By January 1, 2016, you need to:**

- **Train your staff on Ontario’s accessibility laws** (https://www.ontario.ca/page/how-train-your-staff-accessibility)

Train all your employees and volunteers on the accessibility requirements that apply to their job duties and organization.

- **Make it easy for people with disabilities to provide feedback when asked** (https://www.ontario.ca/page/how-make-information-accessible)

This includes surveys or comment cards.

**By January 1, 2017, you need to:**

- **Make your public information accessible when asked** (https://www.ontario.ca/page/how-make-information-accessible)

Work with the person to figure out how to meet their needs as soon as possible.

- **Make your employment practices accessible** (https://www.ontario.ca/page/accessible-workplaces)
This includes how you hire, retain and provide career development opportunities to all your employees.

**By December 31, 2017, you need to:**

- [File an Accessibility Compliance Report](https://www.ontario.ca/page/completing-your-accessibility-compliance-report)

**By January 1, 2018, you need to:**

- [Make new or redeveloped public spaces accessible](https://www.ontario.ca/page/how-make-public-spaces-accessible)
  
  This applies to:

  - recreational trails and beach access routes
  - parking lots
  - service counters
  - fixed waiting lines
  - waiting areas with fixed seating

**By December 31, 2020, you need to:**

- [File an Accessibility Compliance Report](https://www.ontario.ca/page/completing-your-accessibility-compliance-report)

**By December 31, 2023, you need to:**

- [File an Accessibility Compliance Report](https://www.ontario.ca/page/completing-your-accessibility-compliance-report)

**50+ employees**

**By January 1, 2012, you need to:**

- [Provide accessible customer service](https://www.ontario.ca/page/how-make-customer-service-accessible)
  
  - train your staff and volunteers to serve customers of all abilities
  - keep a written record of the training
  - welcome service animals and support persons
  - create accessible ways for people to provide feedback
  - put an accessibility policy in place so your employees, volunteers and customers can know what to expect

- [Provide accessible emergency and public safety information](https://www.ontario.ca/page/how-make-information-accessible#section-1)
  
  When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.

- [Provide accessible emergency information to staff](https://www.ontario.ca/document/how-provide-emergency-information-accessible-employees)
When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.

**By January 1, 2014, you need to:**

- [Create accessibility policies and a multi-year plan](https://www.ontario.ca/document/how-create-accessibility-plan-and-policy)
  - create policies and a multi-year accessibility plan to help you achieve your accessibility goals
  - tell your employees and customers about your policies
  - post the multi-year plan on your website in an accessible format
- [Consider accessibility when purchasing or designing self-service kiosks](https://www.ontario.ca/page/how-make-self-service-kiosks-accessible)

  This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licences.

- [Make websites accessible](https://www.ontario.ca/page/how-make-websites-accessible)

  This includes only new websites and old websites you significantly update and new web content you create.

**By December 31, 2014, you need to:**

- [File an Accessibility Compliance Report](https://www.ontario.ca/page/completing-your-accessibility-compliance-report)

**By January 1, 2015, you need to:**

- [Train your staff on Ontario’s accessibility laws](https://www.ontario.ca/page/how-train-your-staff-accessibility)

  Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization.

- [Make it easy for people with disabilities to provide feedback](https://www.ontario.ca/page/how-make-information-accessible)

  This includes surveys or comment cards.

**By January 1, 2016, you need to:**

- [Make your public information accessible when asked](https://www.ontario.ca/page/how-make-information-accessible)

  Work with the person to figure out how to meet their needs as soon as possible.

- [Make your employment practices accessible](https://www.ontario.ca/page/accessible-workplaces)
  - make how you hire, retain and provide career development opportunities accessible
  - document your processes for developing individual accommodation plan and return-to-work plans

**By January 1, 2017, you need to:**
• **Make new or redeveloped public spaces accessible** ([https://www.ontario.ca/page/how-make-public-spaces-accessible](https://www.ontario.ca/page/how-make-public-spaces-accessible))
  - recreational trails and beach access routes
  - outdoor public use eating areas
  - outdoor play spaces
  - public outdoor paths of travel
  - parking lots
  - service counters
  - fixed waiting lines
  - waiting areas with fixed seating

**By December 31, 2017, you need to:**

• **File an Accessibility Compliance Report** ([https://www.ontario.ca/page/completing-your-accessibility-compliance-report](https://www.ontario.ca/page/completing-your-accessibility-compliance-report))

**By December 31, 2020, you need to:**

• **File an Accessibility Compliance Report** ([https://www.ontario.ca/page/completing-your-accessibility-compliance-report](https://www.ontario.ca/page/completing-your-accessibility-compliance-report))

**By January 1, 2021, you need to:**

• **Make all websites and web content accessible** ([https://www.ontario.ca/page/how-make-websites-accessible](https://www.ontario.ca/page/how-make-websites-accessible))

**By December 31, 2023, you need to:**

• **File an Accessibility Compliance Report** ([https://www.ontario.ca/page/completing-your-accessibility-compliance-report](https://www.ontario.ca/page/completing-your-accessibility-compliance-report))

Updated: July 4, 2017
Published: June 3, 2015

**Related**

[Accessibility laws](https://www.ontario.ca/accessibility)

[Subscribe to the newsletter](http://ontario.us3.list-manage1.com/subscribe?u=c0c14c37aefba38714735c2a&id=8c59ae32e5)

[Register for a free session on accessibility](http://www.eventbrite.ca/o/accessibility-directorate-of-ontario-7348096119?s=43432174)
Proposal to Feds BOD
International News Assistant Manager Role

Summary

International News has been the fastest growing retail outlet the Federation of students operates. With over $1.5m in sales last fiscal year, the outlet serves over 2000 customers a day 24/7.

In 2015, the Federation hired on an Assistant Manager role on a trial/contract basis to help managed the tremendous growth we experienced. We have now past 2 years since the contract was issued and are required to make a decision on whether to continue this role on a full time basis or not as per UW HR hiring policy.

The Assistant manager role has been integral in driving the growth of the store and helping manage the growth without sacrificing service levels, wait times and the in store experience for our community.

Financials/Figures

Below is a snapshot of the increases in sales, vendors and products listed within business units.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>staff</td>
<td>10</td>
<td>18</td>
<td>22</td>
<td>25</td>
<td>27</td>
<td>32</td>
</tr>
<tr>
<td>vendors</td>
<td>8</td>
<td>13</td>
<td>18</td>
<td>20</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>products</td>
<td>600</td>
<td>725</td>
<td>1000</td>
<td>1300</td>
<td>1500</td>
<td>1700</td>
</tr>
<tr>
<td>sales</td>
<td>427575.99</td>
<td>627841.36</td>
<td>1004769.30</td>
<td>1299575.61</td>
<td>1555731.67</td>
<td>*729503.66</td>
</tr>
</tbody>
</table>

Store sales have tripled over the past 5 years resulting a strong top and bottom line.

2016-2017 was the first year INews produced a net profit of $39 000 (previous years lost $60-$100k/year).

Financial Implication - This net income figures mentioned include the current salary of the assistant manager in the contract roles. A full time, permanent role will increase wage and provide pension/benefits equating to an additional $10k/year.

In Store Improvements

The growth in sales and success can be contributed to several factors that all involve an increased managerial presence and power:

- Providing 24/7 service levels (previously 7am-11pm)
- The renovation of the store (2012)
- Introduction of new products including Grab & Go, Coffee/Bakery Section, International Snacks (ongoing)
- Improved operating procedures (ongoing)
- New POS software enabling speedy checkout (2016)
- Increased POS terminals (2017)
Staffing, Vendor, Product Management

In addition to the improvements brought forward driven the managerial team, the growth as resulted in increased managerial oversight on 3 key areas.

**Staff:** Increased sales, results in an increase in part time staff. With a total of 30 staff members active at any given semester, 6-10 employees turn over every semester (graduation, co-op, etc.). Increased managerial time is required to perform the hiring, training and scheduling of these employees, in addition to evaluating, coaching and mentoring our people as well.

**Vendors:** The increased sales are directly related to the increase in vendors our managers work with. Vendor management includes daily correspondence with vendors in regards to placing orders, receiving credits for goods not received or damaged and learning about new products to market. With 1700 unique products across 20+ vendors, 6-8 orders are placed per day performed by managers. This is a large increase compared to 5 years ago, when 6-8 orders would be placed in a week.

**Products:** From managing the receiving of thousands of dollars of product each and every day to getting it on our shelves, attention and care is integral to ensure we have the right products on our shelves at the right price and time. Management care is required to ensure proper rotation of our merchandise as per FIFO, accurate recording in terms of wastes, store transfers and merchandising as to store planograms. The product selection has nearly tripled over the last 5 years and the increased inventory turnover involves increased managerial oversight.

Closing

The Assistant Manager position is an integral part in the success of our International News outlet. The volume increase requires several operational areas to have increased managerial oversight. It is good practice have a two-person management team to ensure adequate support is present throughout busy day parts. The role helps support the manager with in store operations.

The Store Manager primarily focuses on the “back end” of the store including managing daily deposits, handling variances in inventory, store pricing and repair/maintenance, for International News & The Dispensary Café. The Assistant Manager is the primary manager overseeing the “front end” of the store including ordering, receiving, staff scheduling etc. Both roles help each other out to duties integral to the success of the store get covered off and service excellence is delivered to our students.
### Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Assistant Convenience Store Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Federation of Students</td>
</tr>
<tr>
<td>Reports To:</td>
<td>Convenience Store Manager</td>
</tr>
<tr>
<td>Jobs Reporting:</td>
<td>25 part time staff</td>
</tr>
<tr>
<td>Salary Grade:</td>
<td>?</td>
</tr>
<tr>
<td>Effective Date:</td>
<td>December 2017</td>
</tr>
</tbody>
</table>

#### Primary Purpose

The Assistant Convenience Store Manager is responsible for leading 25+ part time staff provide service excellence for guests of International News owned by the Federation of Students. In addition, the ACSM will assist with the assigned managerial duties for the Dispensary Café. These are two high volume outlets serving over 2000 guests/day with over $1.7M in combined annual sales. The International News outlet operates on a 24/7 basis on main campus, while The Dispensary Café operates while school is in session on the School of Pharmacy in Kitchener. The position is responsible for areas of in store operations including staffing, inventory management, delivering excellence in customer service and executing any other programs the outlets offer.

#### Key Accountabilities

<table>
<thead>
<tr>
<th>Store Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Create/promote store standard operating procedures amongst part time staff within outlets to ensure a timely experience for outlets (e.g. how to bake pastries, clean coffee pots, OLG, POS transactions etc...)</td>
</tr>
<tr>
<td>• Promote franchise operating procedures, AGCO/Health/Safety laws, and Feds/University of Waterloo policies, procedures and visions within operations</td>
</tr>
<tr>
<td>• Responsible for the execution of offers/promos outlets may run and training staff on such programs</td>
</tr>
<tr>
<td>• Supervise in-store cash control and ensure cashiers are performing accurate cash outs</td>
</tr>
<tr>
<td>• Provide daily coaching and motivation towards staff to ensure outlets deliver excellence in service</td>
</tr>
<tr>
<td>• Fulfil role of store manager, when required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inventory Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Responsible for placing 6-8 orders a week with core suppliers ($4000+) and supervise the facilitation of small orders performed by supervisors</td>
</tr>
<tr>
<td>• Supervise the merchandising of all received inventory in terms of recording what is received and shelving products as per planograms</td>
</tr>
<tr>
<td>• Promote FIFO inventory control and ensure proper rotation of merchandise</td>
</tr>
<tr>
<td>• Procure “new to market/high demand products” in collaboration with store manager and marketing</td>
</tr>
<tr>
<td>• Understand and merchandise seasonal goods and sales levels to optimize shelves and lower carry cost</td>
</tr>
<tr>
<td>• Negotiate with 10+ vendor sales reps to lower unit price of products</td>
</tr>
<tr>
<td>• Responsible for accurately adding new items to POS database as per store hierarchy and product attributes</td>
</tr>
</tbody>
</table>
Job Description

Staff Management
- Directly responsible for hiring, training, scheduling of 25-part time staff members. Due to cooperative education, store may experience high turnover.
- Ensure student class/exam schedules are received termly and scheduling does not conflict with student class schedules.
- In conjunction with store manager, performs termly evaluation of all part time staff.
- Responsible for achieving budgeted scheduling by ensuring labour costs are proportional to sales dollars per hour.

Required Qualifications

Education
- University or college education required with preferred field of study in business, hospitality, finance or retail. Safe food handling required.

Experience
- 2-3 years of retail management experience in a high volume/big box store.
- Leader in cash, inventory and labour controls.
- Experience with modern POS systems.
- Intermediate knowledge of Microsoft Office Suite.

Knowledge/Skills/Abilities
- Competencies include outstanding customer service skills, excellent organizational skills, attention to detail, and strong administrative abilities. Must have excellent interpersonal, leadership and communication skills.

Nature and Scope
- Contacts: Maintains positive relationships with suppliers, on campus partners and Feds support departments.
- Level of Responsibility: This position is responsible for the overall front line operational levels of International News & The Dispensary Café.
- Decision-Making Authority: Primary decision maker for in store decisions including, clearing out merchandise, approving schedule changes, placing orders, dealing with customer service matters.
- Physical and Sensory Demands: Typical physical demands of a retail/food outlet. Heavy lifting of equipment/products may be required.
- Working Environment: Fast paced, changing working environment within a student focused organization. Some evening/weekend work may be required.