



The Central Student Association (CSA) is the undergraduate student association at the University of Guelph. We advocate on behalf of our membership, representing their collective interests on a diverse range of issues such as public transit, housing, student rights and the accessibility of education. In addition, we offer numerous services and programs such as the Bullring Cafe, universal bus pass, health and dental plan, Bike Centre, Clubs, Student FoodBank, SafeWalk, Student Help and Advocacy Centre, printing, and promotional services.

OFFICE COORDINATOR AND SERVICE SUPPORT

The Office Coordinator & Service Support (OCASS) is the first point of contact and is central to the operations of the CSA. In an environment where Executive members, as well as 90% of the staff turnover annually, the OCASS must be well organized, flexible, able to multi-task, and enjoy the challenges and rewards of supporting our student government, services, and students.

The OCASS is responsible for the smooth and efficient operation of the Front Office and related services, such as the Print Services, Equipment Rental, and Club Room Bookings. This position works in collaboration with Executive and Core staff members, provides ongoing support to CSA services, and is an integral resource contributing to their ongoing success and transition.

Additional components of this position include knowledge of CSA events and programs, general knowledge of the campus and resource offerings, supervising Front Office student staff, overseeing the maintenance of CSA operational spaces, facilitating all IT and equipment requirements, updating service and hiring information on the website, and facilitating sales, including bus pass opt-ins and event tickets.

As a permanent staff member, the OCASS must uphold and support the [CSA's Mandate and Approach](#) and work towards the overall success of the CSA and the Team as we serve our members.

Term	Permanent full-time position
Hours	37.5 hours per week
Annual Salary	\$48,000
Benefits	Employee Health & Dental Plan, Parking Pass, 3% of Wage RSP/Education Benefit, \$900 personal benefit allowance
Supervisor	CSA President

TRAINING

- Required to complete the following online training modules:
 - Workplace Health & Safety
 - Anti-Oppression
 - Accessible Service Provision
 - Sexual and Gender Based Violence Awareness

- Required to attend the following in-person training modules:
 - CSA Staff Orientation
 - CSA Positive Workplace: CSA Norms, Conflict Resolution, and HR Support Team
 - Workplace Respect: Workplace Violence & Harassment

FRONT OFFICE

- General office duties to include:
 - distribute incoming mail, answer phones, readily answer questions regarding CSA services and their posted hours, respond to student and public inquiries, ensuring portfolio specific calls are redirected as appropriate, keep informed of upcoming CSA events and activities, collect/record payments, sell tickets, and ensure space is welcoming, clean, and well organized
- Be aware of the whereabouts of Executive and staff members during office hours in order to best respond to student inquiries
- Supervise Front Office Assistants ensuring:
 - staff are fully trained and supported
 - the Front Office functions as an efficient and resourceful service-oriented team
 - monthly work schedules are provided and posted in a timely manner
 - staff evaluations are conducted within the first three months of employment
 - sign-off on bi-weekly timesheets and submit to Business Manager
- Maintain adequate general supply levels, regularly monitoring inventory and anticipating usage
- Arrange deliveries, verify, and ensure receipt of invoices, maintain accurate records of everything expensed to the CSA billing code and forward supporting documentation to the Business Office

FRONT OFFICE SERVICES

- Monitor and oversee the CSA Public Print/Photocopy Service
 - ensuring the photocopier is well-maintained and in operational condition
 - contact Xerox if service is required
 - order toner and replacement parts as necessary
 - ensure sufficient paper stock
 - schedule large print jobs
 - manage cash payments, ensuring revenue is properly disbursed and consistent with monthly reports
- Maintain Equipment Bookings
 - maintain current inventory and related replacement supplies
 - book CSA equipment, and appropriate carrier bag
 - ensure all equipment is returned in good working condition, following up with late returns
 - recommend equipment upgrades and new purchases to the Business Manager and the CSA President
- Facilitate the Pro-Ink Refilling Service
 - responsible for collecting, recording, and remitting payments to the Business Office on a monthly basis
 - point person to communicate with the service provider as required
- Oversee the collection of ticketed event sales and be knowledgeable of each event
- Coordinate together with the Business Office the sale of Bus Pass Opt Ins, ensuring all front office staff have an excellent understanding of the process, card registration, where to find scheduling information, and how to lodge a complaint or concerns

IT AND EQUIPMENT

- CSA Email Accounts
 - request password resets and/or creation of new accounts for CSA Executive and Staff email accounts as required
 - maintain comprehensive listing of all CSA related email accounts and passwords
- IT support
 - Maintain comprehensive inventory listing of all tech devices, including telephones

- provide general IT support for Executive and staff
- place ticket requests on behalf of all staff
- follow up with CCS, confirm work completion and close ticket
- forward recommendations for equipment repair and/or replacement to the Business Manager and CSA President

CLUB HALLWAY

- Manage room booking system for Club Meeting Rooms and post daily schedule
- Ensure rooms are checked once per day for general cleanliness, especially after large group events
- Test AV equipment at once per week, logging checks
- Be familiar with UC Services Club Space Management MOU
- Notify UC Services when equipment is not functioning, carpets need cleaning, and/or walls need repairing, keeping a log of all calls with date and detail

CSA SPACE AND SERVICE SUPPORT

- Manage CSA operational spaces and ensure they are equipped with functioning IT, appropriately furnished, organized, and well maintained, including primary storage room (Office and MHI products only)
- In collaboration with the Business Manager, conduct an annual space needs assessment and present a report of recommendations to the President, itemizing furniture, electronic equipment, general office upgrades such as, but not limited to, carpeting and blinds, report to include pricing, and timelines
- Place all work orders, obtain financial approval by the Business Manager and the President prior to confirming the work, and store information in the shared G:Drive folder
- Coordinate and oversee the installation/and or completion of requested orders
- Arrange custodial support as required for deep cleaning of carpets, floors once per year
- Ensure shared kitchen has sufficient cleaning products and paper towels, arrange for annual cleaning, and organize regular fridge clean out days as required
- Ensure Covid-19 supplies and cleaning materials are available as required
- Update all changes to service hours on the CSA Website in a timely manner and any other information as requested
- Maintain inventory and log of key assignments, request lock changes as required
- Schedule meetings and make event arrangements including room bookings and arranging catering as requested

HIRING RESPONSIBILITIES

- Post vacancies on the following websites: the CSA, the Cannon.ca, Clubs, and other applicable recruitment platforms, and forward as requested
- Keep track of closing dates for all posted positions, and remove posting once hiring is closed
- Provide the resumes of all applicants to the Hiring Committee Chair
- With the support of the Hiring Committee Chair:
 - schedule shortlist and question review meetings as required,
 - schedule all candidate interviews
 - book meeting room spaces
 - provide members of the Hiring Committee a schedule of dates, times, and room bookings
- Greeting and receiving candidates prior to interview:
 - Provide candidates with a copy of the printed questions
 - Ensure candidates have no longer than 15 minutes to review the questions
 - Notify candidates the questions are a tool to assist them with their interview, and their responses are private and will be destroyed after their interview
 - Ensure candidates do not use any form of information research to answer questions during the 15 minute pre-interview time
 - Should an interview be remote, provide the interview questions (condensed version, no spaces) over Teams 15 minutes prior to the set interview time and delete as soon as the interview is completed

- Receive interview information from the Hiring Committee Chair and prepare Hiring Committee Reports ensuring completeness before forward to the President, Business Manager, Policy & Transition Coordinator, and Administrative Assistant in a timely manner in a timely manner
- Respond to general interview or job posting questions, directing more specific questions to the Chair of the Hiring Committee

ONBOARDING/OFFBOARDING DUTIES AND YEAR END

- Ensure the OCASS Operating Manual is updated regularly, and a copy provided to the Administrative Assistant annually
- Ensure the general Front Office Operating Manual is regularly updated, and a hard copy is available for staff to reference at all times
- Ensure all keys have been returned, and new keys are ready for the next fiscal year
- Ensure all offices are left orderly and clean for the incoming staff, making custodial arrangements as required
- Ensure any outstanding reimbursements have been picked up early in April, sending reminder emails as appropriate
 - Return to Business Office all cash boxes and reimbursements not yet picked up by April 25th of each fiscal year
- Assess whether locks need to be changed for upcoming year
- Assess stock of business cards for returning and incoming staff members, providing the Promo Coordinator with sufficient time to place order and receive stock
- Order parking permits for staff and executive as approved by the Business Manager
- Ensure all incoming staff have a reset password, are able to access VPN, are set up for Multi Factor Authentication (MFA), and have updated their telephone auto replies
- Provide general office training and orientation for Executive and staff, to include, but not be limited to:
 - fire emergency evacuation procedure
 - sign-in and sign-out ledger
 - general office tour and appropriate use of kitchen
 - general office etiquette
 - appropriate use of public computers and using photocopy codes
 - proper use and application of enhanced features on the CSA photocopier and paper cutter
 - printing protocol, including printing from office computer
 - internal price list
 - use of specialty paper
 - booking CSA equipment
 - accessing general office supplies
 - how to order special office supplies outside of the administration budget
 - placing Hospitality and/or Physical Resource work orders

GENERAL CSA SUPPORT

- Provide support as required by the President, but not limited to, the following:
 - CSA's Annual General Meeting (AGM) and General Members Meeting (GMM)
 - CSA Annual Holiday Party (Festivus)
 - CSA Year End Party (Carnival)
 - General Elections and By-Elections
 - All Staff Meetings
 - Staff Orientation and Training Sessions

QUALIFICATIONS

- Post-secondary education
- Exceptional interpersonal and customer service skills
- Ability to effectively interact with a diverse range of people, including students, staff, and external partners
- Strong written and verbal communication skills
- Strong organizational and time-management skills
- Ability to effectively multi-task with interruptions and distractions
- Proficiency with Microsoft Office and scheduling software
- Basic to intermediate IT skills and familiarity with office equipment
- Experience monitoring and managing office and equipment supplies
- Strong initiative, self management, and willingness to continuously learn
- Experience serving as a resource person is considered an asset
- Strong understanding of, and commitment to, inclusivity
- General knowledge of the CSA and the University of Guelph is an asset

Deadline for applications is Monday, July 22, 2024, at 4:00 PM

Resumes and Cover letters should be submitted online through the CSA application process found at <http://www.csaonline.ca/jobs>

For a complete copy of the CSA Hiring Policy, visit <https://csaonline.ca/about/bylaws-policies>. The CSA hiring policy is found in Appendix C of the Policy Manual, Section 4.0.

The CSA is committed to employment equity and to the creation of a working environment that is welcoming for all applicants. We particularly encourage applications from women, Aboriginal peoples, persons with disabilities, racialized people, international students, and members of Queer communities.

The Central Student Association welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. To arrange accommodations please contact lclarke@uoguelph.ca.

New hires who require an Accommodation Plan must request a meeting with Lee Anne Clarke, the Business Manager (CSA HR Support Team) prior to the hire date specified in the employment contract. This meeting will be confidential and specific to the individual's needs.