

## Title: Hub Manager

### Purpose:

The purpose of the Hub Manager is to assist the Health Plan and Payroll Administrator with the day-to-day operations of the Rosaria Hub and its services, which includes the supervision, promotion, and general maintenance of both the Hub, Rosaria Lobby space, and the Hub staff members. The Hub manager is responsible for ensuring that the Hub runs smoothly, meets its budget, adheres to policies, and achieves its goals while providing excellent customer service to students.

### Job Classification:

Level 2

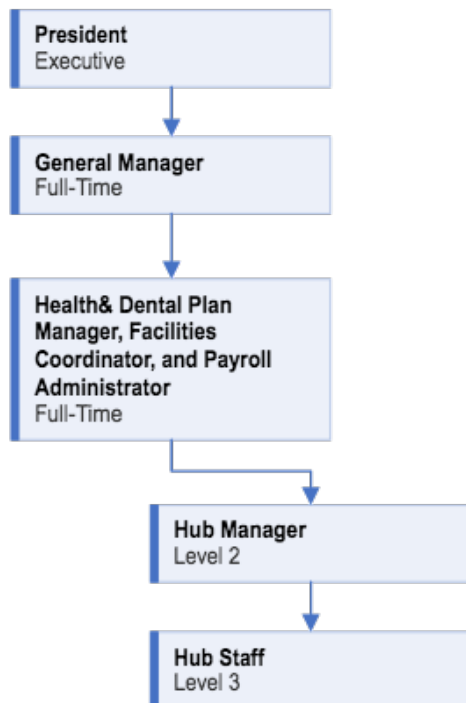
### Compensation:

This position is compensated with hourly wages at the Nova Scotia Minimum wage plus 14%.

This position is part-time, with a maximum of 15 hours per week during the fall and winter semesters and 20 hours per week during the summer semester. Reading weeks, winter break, and non-statutory holidays are all unpaid time off unless otherwise stated in the employee handbook.

### Reporting and Supervision:

This position reports to the Health Plan and Payroll Administrator, and supervises the Hub customer service staff.



## **Duties and Responsibilities:**

### *Essential Duties*

Meet regularly with the Health Plan Manager

Ensure you have advanced knowledge of both MSVUSU and the university

Ensure you have working knowledge of all contacts, suppliers and administrative tools related to the position.

The general maintenance of both the HUB and the Rosaria Student Centre

Work scheduled shifts at the HUB

The hiring and training of all HUB staff

Conduct regular HUB staff meetings

Conduct regular HUB staff evaluations once per academic term

Inventory & inventory control of HUB supplies as well as all items for purchase

Place/receive product supply orders

Ensure square machine is kept up to date with products, print and other services, and ticket sales as needed.

Ensure that all print and service requests are being completed promptly and efficiently.

### **Additional Summer Duties**

Help with orientation planning including connecting with potential sponsors

General administrative support for the executive team including filing, proofreading and editing of documents, and meeting scheduling and management

In collaboration with the VP Communications, creating marketing materials and signage for SU spaces as well as social media post templates

Procuring marketing and promotional materials for orientation kits and SU giveaways

### *Other Duties*

Promote and support the student Health & Dental Plan and Student Wellness program by answering student questions.

### *Key Responsibilities*

Ensure the time sheets for supervisees are accurate, that corrections are made as needed, and that they are approved by the deadline each pay period. Participate in transition workshops, retreats, and visioning sessions.

Participate in job shadowing with outgoing HUB manager

Create a draft plan of goals for the HUB

Work with the CFO to create and adhere to the HUB budget

Create and adhere to HUB Students' Union policies

Help to set future goals for the HUB

Research student resource materials to be made available to the general student body at the HUB

Ensure the HUB resource kiosk is maintained properly

Oversee the sale of Nimbus Tutoring Credits

Oversee the issuing of International Student Identity Cards (ISIC)

Oversee bookings of the MSVUSU Boardroom

Ensure that any special projects initiated by the Students' Union which require the assistance of the HUB are carried out properly

Maintain the HUB digital screen promotional content

The campus marketing and promotion of all HUB services, sales, and contests

Ensure the msvusu.ca calendar is updated regularly

Oversee appropriate musical content is played daily in the Rosaria lobby and that content is diversified

#### *Governance and Service*

Attend monthly service managers meetings and collaborate with other services on projects as appropriate.

Be willing to participate in committees or working groups as needed.

Create service reports and submit them to the Health Plan Manager as necessary, including before each Students' Representative Council meeting, and before the semi-annual and annual general meetings.

Assist in implementing the strategic plan by evaluating the Hub service and identifying areas that require improvement to meet the plan's objectives.

#### **Required Qualifications:**

##### *Education*

Be a student at MSVU enrolled in at least 0.5 credits, one audit course, or a thesis.

##### *Experience*

*Previous customer service experience.*

##### *Knowledge, Skill and Abilities*

Excellent communication and interpersonal skills, with the ability to coordinate and lead groups effectively.

Proficiency in using various software and technology tools, such as office 365, and social media platforms.

Ability to manage and supervise multiple individuals in a fast-paced environment.

Knowledge of other MSVU and MSVUSU services available to students.

##### *Behavioural Competencies*

Strong written and oral communication skills

Be an organized and initiative-driven individual with good time management skills, who is able to multi-task and deal effectively with situations in a fast-paced environment.

Possess strong written and oral communication skills, as well as creativity and innovation.

Be an individual with developed professional skills.

Good customer service skills that include being non-judgmental and understanding the importance of confidentiality.

Strong problem-solving skills, adaptability, and flexibility to respond to changing situations and priorities.

Strong commitment to the principals of Equity, Diversity, Inclusion and Accessibility, and the values of the MSVUSU.

**Preferred Qualifications:**

Previous experience in supervisory positions.

Previous experience with the MSVUSU or MSVU services.

Previous experience with Point of Sale Systems.

**Mental/Physical Effort and Working Conditions:**

The Hub is an information desk located in the Rosaria Student center, which offers a variety of services including printing, scanning, faxing, selling various merchandise, and providing information and directions to students and other guests.

Staff may sit or stand for extended periods, answer phone calls and emails, and interact with a variety of people of diverse backgrounds.

People in this role will be interacting with students who may be experiencing high levels of stress. This can be stressful for those working in this position.