



POSITION DESCRIPTION

POSITION: Director, Ancillary Services
DEPARTMENT: Ancillary Services **JOB NUMBER:**
DIVISION/FACULTY: Facilities Services **DATE REVISED:** February 2022

ORGANIZATIONAL STRUCTURE

The Director, Ancillary Services, reports to the Executive Director, Facilities Services. Reporting directly to this position are: Ancillary Services Coordinator, Operations Manager, Bookstore, and Supervisor, Print & Logistic Services.

PRIMARY FUNCTION

As a senior leader in Facilities Services, the Director, Ancillary Services is accountable for the management, policies, operation and integration of the University business services, and revenue generating ancillary service contracts and enterprises. The position is responsible for the oversight of the four campus Bookstore financial positions and operations to ensure that their mandate is met and that they generate a positive cash flow annually. The Director is also responsible for revenue generating ancillary service contracts including Campus Parking Services, Food Services, University Catering, Snack Vending, Cold Beverage Services and Student Smart Card & Print System.

The Director provides leadership, direction and support to a large team of business services which includes Print Services Department, Campus Copy Centres, Fleet, Central Shipping & Receiving and Central Mail & Couriers Services. The primary objective of the position is to provide oversight and direction for the effective and efficient operation of Ancillary Services, in meeting the needs of the University community and to integrate and expand business service operations and profit, in addition to measuring and ensuring contract performance and customer satisfaction.

KEY RESPONSIBILITIES

1. Develops and leads an integrated management team along with the responsibility of overseeing, and potentially expanding, a variety of ancillary service contracts and/or services, with direct authority and accountability for contractor's performance and responsiveness to customer service demands.
2. Ensures that the appropriate policies, procedures and controls are in place for all aspects of Ancillary operations and ensure that Ancillary Services end the fiscal year in a surplus position.
3. Develops consultative processes that support, effective relations with faculty and staff and to provide timely information and access to ancillary service providers.

4. Initiates and participates in the hiring, development, promotion, discipline and termination of direct reports within Ancillary Services according to established University policies and consistent with collective agreement provisions.
5. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
6. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
7. Works collaboratively with departments in the development and enhancement of systems, processes and initiatives related to ancillary services.
8. Is the authorized University representative in transactions with contractors delivering ancillary services and is responsible to establish a contract, management and accountability framework for these services.
9. Investigates and determines new opportunities for revenue generating ancillary service activities at the University.
10. Develops, negotiates and implements ancillary service contracts for existing and new services; including operating conditions and hours, facilities and equipment upgrades, and product and franchise agreements.
11. Develops and administers effective processes for the department budget, authorization of expenditures and the maintenance of records.
12. Monitors and evaluates ancillary service activities by developing and managing a variety of feedback processes to ensure customer needs, expectations and satisfaction levels are being met, including contract compliancy inspections, student and employee feedback and survey processes.
13. Membership representation in international, Provincial, and Canadian associations within government, industry and university groups in seeking best practices and opportunities for ancillary services.
14. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.

15. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

EDUCATION & EXPERIENCE

- Relevant Bachelor's Degree in business administration in addition to a minimum of 7 years' broad experience in ancillary service operations, retail operations and management of staff. An equivalent combination of education and experience may also be considered.
- Experience in post-secondary sector would be preferred.
- Experience working with integrated financial information systems, with experience with SCT BANNER integrated system preferred.
- Experience in overseeing Bookstore and Print Centre operations.
- Experience in marketing and contract management for large service contracts (e.g. food service, parking and transit providers).
- Experience in analyzing and negotiating new business opportunities for the university and bringing them on board as revenue generating centres.
- Experience in providing a high level of customer service.

QUALIFICATIONS

- Demonstrated leadership competencies and a proven track record of leading cross-functional teams in retail and operational environments
- Demonstrated ability in effective team management and implementing change resulting in improvement to service, staff productivity and systems efficiency.
- Experience developing and managing multi-year, operational budgets in retail environments.
- Team and service excellence oriented and interfaces well with academics, professionals, senior management, corporate executives and local officials. Excellent verbal, written, presentation and business skills.
- Strong communication skills demonstrated in complex work environments with a proven ability to hold dialogues with a variety of stakeholders, a proven ability to listen to needs and concerns and to build confidence through follow-up actions.
- An understanding of and an appreciation for complex, unionized public sector organizations is preferred; experience in and knowledge of post-secondary educational institutions is an asset
- Demonstrated effective organizational, problem-solving, planning and analytical skills.
- Demonstrated use of sound judgment and reliable decision making.
- Strong organizational skills and a high degree of self-motivation and business acumen.
- Ability to interact effectively with a variety of individuals, including the ability to present information clearly and concisely, and to be persuasive.
- Intercampus travel is required, possession of a valid driver's license and access to a vehicle is preferred.

