



msvusu

## THE MANAGEMENT POSITION OF

# MANAGER THE HUB

## THE ROLE OF THE HUB MANAGER

The HUB manager is a hired student member of the management team of the Students' Union. The HUB manager assists the Health Plan Manager with the day-to-day operations of the HUB Information Desk. This includes the supervision, promotion & general maintenance of both the HUB & its staff members.

## DETAILS

### The HUB manager will:

- Meet regularly with the Health Plan Manager
- Attend managers meetings with the General Manager
- Sit on the Services Review Committee
- Prepare reports to be presented at the Annual General Meeting (AGM)
- Promote and support the student Health & Dental Plan by assisting with opt-out's
- Work with the CFO to create and adhere to the HUB budget
- Create and adhere to HUB and Students' Union policies
- Set future goals for the HUB

## REQUIREMENTS/QUALIFICATIONS

- Be a team leader
- Provide excellent customer service
- Good knowledge of computer systems and software, specifically Microsoft word and excel
- Strong written and oral communication skills
- Be able to deal effectively with situations of a fast paced environment
- Be an organized and initiative driven individual able to multi-task
- Be enrolled in at least one class each semester (Fall & Winter)
- Have a GPA of no less than 2.0
- Be a responsible and mature individual
- Good Customer Service Skills that include being non-judgmental and understanding the importance of confidentiality.
- Supervision skills
- Good Time Management skills
- Be creative and innovative

## INCOMING TRANSITION

- Create a draft plan of goals for the HUB
- 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.
- Participate in job shadowing with outgoing HUB manager
- Participate in transition workshops, retreats and visioning sessions

## RESPONSIBILITIES AND DUTIES

- The general maintenance of both the HUB in the Rosaria Student Centre and the Welcome Centre in the Seton Academic Centre
- Work scheduled shifts at the HUB
- Oversee bookings of the MSVUSU Boardroom
- 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 sold within the HUB
- Placing and receiving product supply orders
- Daily sales reports and deposits
- Ensure that all work orders are being completed in a timely manner
- Research student resource materials to be made available to the general student body at the HUB
- Ensure that any special projects initiated by the Students' Union which require the assistance of the HUB are carried out properly
- The planning and implementation of the annual Textbook Fairs each academic term
- Monitor and distribute communications delivered via web feedback
- Monitor and maintain the UTX text messaging service
- The campus marketing and promotion of all HUB services, sales and contests