

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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**Committee Members – Staff and Student Leadership:**

President – Chair  
Executive Member – VP St James  
Board Member  
Board Member

Kyle Iannuzzi  
Daniel MacDonald  
Betty Nguyen

**Ex- Officio Members:**

General Manager  
Full-Time Staff

Maria Quian  
Christine Wallace

**Guests:**

None at this time

**1. Call to Order :**

Moved By:  
Seconded:  
Vote:

**2. Approval of Agenda :**

Moved By:  
Seconded By:  
Vote:

**3. Staff Job Descriptions within new structure**

**Be it resolved** that the Human Resources committee recommend the following job descriptions to the committee of the whole for final approval:

|   |            |
|---|------------|
| IT Coordinator                              | APPENDIX A |
| Administrative Coordinator                  | APPENDIX B |
| Collaborative Programs Coordinator          | APPENDIX C |
| Design Coordinator                          | APPENDIX D |
| Facilities Coordinator                      | APPENDIX E |
| Facilities Support Staff                    | APPENDIX F |
| General Manager                             | APPENDIX G |
| Manager of Equity and Campus Services       | APPENDIX H |
| Life Works Centre Facilitator               | APPENDIX I |
| Life Works Coordinator                      | APPENDIX J |
| Member Services                             | APPENDIX K |
| Publications and Communications Coordinator | APPENDIX L |
| Sales Coordinator                           | APPENDIX M |
| Sr. Coordinator Board and Public Relations  | APPENDIX N |
| Sr. Coordinator Equity & Appeals            | APPENDIX O |
| Sr. Coordinator Finance & Operations        | APPENDIX P |
| Sr. Coordinator Member Services             | APPENDIX Q |
| Sr. Coordinator Student Life                | APPENDIX R |

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
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---

Moved by:  
Seconded by:  
Vote:

4. **Be it resolved** that the Human Resources Committee recommend the following manuals to the committee of the whole for final approval:
- |                                  |            |
|----------------------------------|------------|
| Full time Human Resources Manual | APPENDIX S |
| Part time Human Resources Manual | APPENDIX T |

Moved By:  
Seconded By:  
Vote:

5. **Be it resolved** that the Human Resources Committee recommend the following Salary Pay Bands to the committee of the whole for final approval:
- |                        |            |
|------------------------|------------|
| Full Time Salary Bands | APPENDIX U |
|------------------------|------------|
6. **Whereas** the part time finance assistant and the VP Finance work closely with the Finance Coordinator;  
**Whereas** the roles and responsibilities are similar in several aspects;  
**Whereas** the elimination of this part-time position would reduce the projected deficit for the 2010/2011 fiscal year by \$9 600

**Be it resolved** that the Human Resources Committee recommend the elimination of the part-time Finance Assistant position;  
**Be it further resolved** that the Human Resources Committee recommend the reassignment of roles and responsibilities of the Finance Assistant to the VP Finance/Director of Finance effective immediately

7. **Resolve into private**
8. **Any other Business:**
9. **Adjournment :**

Moved By:  
Seconded By:  
Vote:

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**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
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---

APPENDIX A

**IT Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Finance & Operations

**Oversight:** Maintain the SA Information Technology software and hardware, you will work with in conjunction with the College appointed IT support staff in determining the IT needs of the organization, researching and purchasing equipment as needed to replace and expand the existing IT infrastructure. Additionally, you will also be required to provide day-to-day IT support and training to staff as needed.

**General Responsibilities Include, but are not limited to:**  
**Nature and Scope of the Position:**

- Server Management
- Maintains and monitors an inventory of IT equipment
- Diagnoses, troubleshoots, repairs hardware/software issues and maintains a log of service requests and corrective services performed
- Obtains quotations and orders for IT related supplies for maintenance
- Performs daily computer maintenance
- Installs and maintains software for use on all computers in organization
- Standardize electronic filing and archiving
- Develops and coordinates staff training on computer software and creates technical “How to” documents
- Maintains user accounts on CMS and provides training for designated users
- Coordinates phone installations, voice-mail setup and password resets
- Responsible for maintaining and posting material on the web site as provided by the Publications & Communications Coordinator and the Design Coordinator
- Liaison with the web site host in order to address any technical issues associated with maintenance of the site
- Act as the first point of contact between the SA and the College’s IT department.
- Performs other duties as assigned

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ SA network and servers are maintained in peak working order
- ✓ All SA work stations including computers and telephones are maintained in peak working order
- ✓ Any changes or updates to computers or SA systems are communicated in advance to the appropriate and / or affected individuals
- ✓ Works cooperatively with Publications Coordinator and Design Coordinator to ensure that all SA digital media is accurate, current and provides maximum benefit to the SA

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
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---

**Qualifications:**

- A+ certification or equivalent is essential
- Microsoft Certified Professional (MCP) is preferred
- Previous experience in a computer-related field is an asset
- Knowledge of both PC and Mac hardware and software a necessity
- Solid understanding of local area networks and troubleshooting is essential
- Ability to multitask and a high-level of attention to detail
- An outgoing, positive and friendly personality
- Excellent oral and written communication skills.
- Ability to work as part of a team or independently.
- Able to work at all three campuses

**Additional Information:**

***Mission Statement***

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APPENDIX B

**Administrative Coordinator**

**Position Overview:**

Reports To:                   General Manager  
  Also supports the Manager of Equity & Campus Services

**Oversight:**

This position is the primary administrative support person for both Managers, while also providing support to the Sr. coordinators. This support will take the form of office administration, basic Human Resources functions, filing, correspondence and the upkeep of Student Association staff Policies & Procedures.

Working closely with the SA Managers, this role is responsible to ensure that the George Brown Student Association continues to be a learning environment for student leaders, and that all related documentation is current and up to date.

**General Responsibilities include, but are not limited to:**

- Complete correspondence as directed by the SA Managers
- Compile and maintain a historical archive of SA documentation
- Communicate with College administration on matters relating to the Student Association as directed by the Managers
- Maintain historical documentation from all Staff and Committee level activities
- Ensure that Staff meeting Agenda's, Minutes and required documentation are prepared and circulated in a timely manner, both before and after meetings

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
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---

- Perform duties as staff meeting minute taker and manage any special needs requirements that may from time to time arise
- Ensure that staff Policies & Procedure manuals are complete and up to date at all times
- Assist the Sr. Coordinators with administrative tasks as required and approved by the SA Managers
- As required, provide assistance to the Sr. Coordinator Finance & Operations with basic finance department issues
- Together with the Senior Coordinator of Student Life, plan and execute social activities for Student Association staff
- Other duties as assigned

***Nature and Scope of the Position:***

- The position works closely with the SA managers and other Senior Coordinators. Independent and self-directed work is required, relying on current policies and procedures, past and current practices and a clear understanding of the mandate of the Student Association and this position.
- This position interacts with a wide range of individuals, including College Management and Staff, Student Association full and part time staff, and the general student population. Often complex situations cause challenges in communication and difficulties in interactions. Productive and professional relationships must be maintained in all circumstances.
- The Student Association operates on multiple campuses, creating unique challenges in communications and interactions with colleagues and supervised staff. The incumbent will be required to travel between campuses, and to operate at a satellite office on occasion.
- The position carries a heavy workload throughout the year; however there are specific periods, such as Orientation and Elections, when the load increases further. During such periods, there is no downtime and overtime is usually required.

**Volunteer Program:**

- Ensure that all policies and protocols are followed for placement opportunities in all departments
- Communicate with all Student Association departments to establish needs for volunteer help
- Recruit volunteers from across the College community for opportunities within the Student Association
- Create and maintain a database of eligible volunteers
- Maintain accurate records on all volunteers for hours worked, performance appraisals
- Responsible for staff, student leader and volunteer recognition programs

**Human Resources:**

- Maintain up to date Human Resources information and resources for all staff enquiries

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Provide complete and accurate hiring packages for all postings and ensure that proper hiring protocol is followed
- Keep accurate records of staff vacation, sick and lieu time
- Provide Health plan information and forms for all staff employees
- Maintain staff information boards for activities and events
- Ensure that, training and orientation manuals or handbooks are kept up to date and accurate
- Under direction from managers, plan and coordinate staff training and professional development sessions such as first aid and WHMIS training

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Organize and maintain SA Administration archival records into an electronic data base
- ✓ Ensure all relevant Policies & Procedures are up to date and are being adhered to by all staff & students;
- ✓ Readily available and supportive to all relevant SA BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders)

**Qualifications:**

- A post-secondary degree, diploma, or equivalent is required
- Excellent Computer skills – MSWord, Excel, PowerPoint, Outlook
- Previous working experience as an Administrative Assistant
- Comprehensive knowledge of student rights, issues, and accessibility to post-secondary education.
- Basic financial or accounting skills would be an asset
- Certificate or background in Human Resources
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.
- First-rate verbal and written communication skills.
- Demonstrated ability to manage, coordinate, organize and maintain records of (changing) information over time.
- Attention to detail; good record keeping and filing skills.

**Additional Information:**

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**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

**Collaborative Programs Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Finance & Operations

**Oversight:** TTC Sales Staff, TTC Security Staff, Outreach Staff, Safe Walk Dispatchers, Shift Captains, and Walkers

**General Responsibilities Include, but are not limited to:**

**Nature and Scope of the Position:**

**Strategic Objective**

The Collaborative Programs Coordinator oversees the SafeWalk Program and the TTC Program. The SafeWalk program's mandate is to provide safety teams to accompany students to designated TTC and parking locations around each campus from 6:00pm to 11:00pm, while the TTC Program offers VIP Metropasses to the George Brown College community at a discounted price.

You are also responsible for the day-to-day coordination of the Outreach Team and the development of the Outreach Program. Tasks required of this position include scheduling of, and delegation of tasks to, all Outreach Team members; tracking and reporting of all program-related performance data; and daily assignment briefings for Outreach Team members.

***General Responsibilities Include, but are not limited to:***

- Coordinate day-to-day operations of both programs
- Recruit and hire part-time SafeWalk and TTC staff
- Lead formal staff-training programs
- Provide direct supervision to the SafeWalk and TTC teams
- Monitor program security, safety, issues and concerns
- Conduct regular staff meetings and staff evaluations
- Maintain and develop program policies, procedures, supporting forms, materials and manuals
- Build and maintain positive relationships at various College levels; liaise formally with George Brown College departments, faculty and staff; communicate with external agencies (TTC, etc) as required
- Take the lead, in conjunction with Student Association management and staff, to develop marketing and promotional materials for the programs
- Maintain program usage statistics
- Prepare monthly and quarterly reports concerning program usage, promotions, issues, concerns, community feedback and finances
- Report regularly to the SafeWalk Advisory Board
- Monitor budgets and program funding, write funding proposals as required
- Oversee all incoming and outgoing TTC monies (cash and debit) and VIP Metropasses and perform daily reconciliations of both
- Create annual projections for the program budgets in conjunction with Student Association Management, the Safe Walk Advisory Board, and the GBC VP Corporate Services
- Supervise reconciliations of passes and daily cash sales before and after every shift

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Facilitate sales staff access to the TTC safes, for deposit and withdrawal of passes
- Hiring and training Outreach Team members
- Organizing Outreach Team tasks each week, delegating such tasks to Outreach Team members and briefing Outreach Team members with respect to them and with respect to special campaigns and projects
- Creating Outreach staff schedules
- Ensuring general dissemination of information to students via flyers, tabling, posters, petitioning and classroom speaking
- Tracking and reporting on Outreach Team activities (e.g. #s of students contacted, #s of classrooms spoken to, etc.)
- Preparing bi-weekly payroll for the Outreach Team under the supervision of the Senior Manager, Outreach & Communications
- Providing support to Outreach Team members by answering questions and clarifying issues
- Helping to recruit volunteers (Frosh Leaders) for Orientation
- Other duties as assigned

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Ensure that Safe Walk program is always fully staffed with qualified and trained members
- ✓ Ensure that the TTC MetroPass sales team is fully staffed and prepared for monthly sales

**Qualifications:**

- Post-secondary diploma, degree or equivalent
- 2-3 years professional experience in a related field or in non-profit program delivery demonstrating increasing levels of responsibility as well as supervisory and training experience
- Experience working in, or demonstrated knowledge of, a College or University setting is preferred
- Knowledge of safety standards, security-based notetaking and 2-way radio communication protocols
- Experience providing high-quality customer service
- Proficiency with computer use, including MS Word, Excel and Outlook
- Knowledge of American Sign Language is an asset
- Training in Emergency and/or Standard First Aid is an asset
- Experience working with large volumes of cash transactions
- Facilitative leadership, team building and interpersonal skills.
- Ability to work cooperatively as part of a team and independently
- Analytical, problem-solving, and strong organizational skills
- Strong oral and written communication skills; solid report writing skills
- Program management experience and ability

**Additional Information:**

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

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APPENDIX D

**Design Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Board & Public Relations

**Oversight:** To provide creative and relevant graphic designs for any required SA publications, posters or advertisements.

**General Responsibilities Include, but are not limited to:**

**Nature and Scope of the Position:**

- Provide design, layout or graphic arts support to the production of the monthly *Dialog* student newspaper as required;
- Through the guidance of the Senior Coordinator, Board & Public Relations, create graphic designs, and support the production of diverse print media, for the Student Association;
- Assist in the production of, and produce graphics for, *The Source* student handbook
- In conjunction with the Senior Coordinator, Board & Public Relations and the Publications & Communications Coordinator, manage and maintain the Student Association website to ensure that the contents are accurate, current and visually appealing to site visitors.
- Create and edit audio visual footage and material to be displayed through Student Association web site and or other electronic media.
- Create and / or edit material and graphics for the Student Association Web site. All web site content must be reviewed and edited by the Publications & Communications Coordinator prior to posting by the IT coordinator
- Other duties as assigned

**Design:**

- Must be artistically creative to produce corporate design products on behalf of the Student Association (e.g. letter head, business cards, editorial designs for newspaper)
- Provide support to all other Student Association departments to produce various campaign or promotional materials (e.g. posters, flyers, banners, electronic media)
- Be familiar and keep current with applicable design software (e.g. Adobe photo shop, Illustrator, Indesign, and Flash)
- Be familiar and keep current with applicable audio visual editing software 'Final Cut Pro' and all related programs

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- You will be required to be a productive team member, working on projects, with students and staff with a range of skills, abilities and work experience.
- Required to concurrently work on multiple projects and tasks, to balance conflicting priorities and deadlines, and to work efficiently.
- You will balance your proficiency and technical expertise in graphic design software, web operations and Mac operating systems

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Provide interesting and creative material through SA publications that reflects the interests of the SA Board of Directors and the Student Body at large
- ✓ May & June - Update & develop graphic art content for the Source handbook from conception to publication
- ✓ July & August – develop and design posters, flyers, banners and electronic media as requested by Student Association departments for Orientation & Frosh weeks
- ✓ September – April – provide support to all Student Association departments for updated TV screens, Web site, posters, banners, audio visual clips, AGM booklet.

**Qualifications:**

- A post-secondary degree, diploma in graphic design or equivalent is required.
- Proficiency in computer use, including Mac design software, MS Word, Excel, Outlook, PowerPoint and web based applications
- Graphic design background is essential
- Must be able to provide complete portfolio of past body of work
- An outgoing, positive and friendly personality.
- Excellent communication skills, both written and oral.
- Excellent organization and project management skills.
- The ability to work in a team environment, take initiative and work independently.
- The ability to multitask.
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.

**Additional Information:**

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**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

**Facilities Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Finance & Operations

**Oversight:** Responsible for overseeing and administering all Student Association space, including but not limited to cleaning, general maintenance and repairs, meeting room preparation in addition to supervision of other facilities staff. At all times this position is considered as a 'hands on' job in addition to the responsibilities of a Team Leader.

**Nature and Scope of the Position:**

The position provides oversight of project management, and the day-to-day operations of the facilities department. Skills in team leadership are essential, with a focus on how to motivate, energize and empower staff and students through a focused consultative process. The position demands a strong work ethic, with an ability to balance a heavy workload with conflicting priorities and deadlines amidst constant interruption and time demands. Collaborative vision, tremendous flexibility and a capacity for change are essential.

**Your General Responsibilities Include, but are not limited to:**

Facilities Maintenance, Monitoring and Security, General Repairs as outlined in the Maintenance Staff Job Description as required, plus:

- Supervision of the full- and part-time Facilities Staff; train, support, provide feedback and direction, conduct regular evaluations.
- Advise and assist departmental full-time staff with the training, supervision, evaluation and support of the following part-time student staff:
- Through, and in conjunction with the Senior Coordinator, Finance & Operations and Facilities Staff, ensure the effective cleaning and maintenance of all Student Association facilities including office space, public lounges, washrooms and conference rooms. Assist in the design and implementation of a daily, weekly, monthly and annual schedule for cleaning, repairs and other maintenance.
- Other duties as assigned

***Leadership and Management:***

- Liaise with various departments, individuals and committees of George Brown College, as well as with external agencies.
- Participate in general staff meetings, departmental meetings, and professional development opportunities as they arise.
- Research, plan and implement additional projects as required.
- In conjunction with the Student Association Management team, train, support, advise and assist the student Board of Directors and Executive team.
- Work closely with all Board members, particularly the Executive, throughout the year, both formally and informally, to enable them to meet their goals.
- Attend Board and subcommittee meetings as required to present formal and informal reports, advise, answer questions and receive organizational direction.

**Performance Measurables:**

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ All Student Association space is maintained in a clean and orderly manner
- ✓ Establish & maintain a close professional relationship with College counterpart
- ✓ Ensure accurate, timely and continuous updates and information is provided to all members of the Student Association regarding any capital improvements or renovations to Student Association space
- ✓ Maintain accurate budgets and accounting for all projects
- ✓ Reduce departmental costs through ongoing RFP requests on any external tenders

**Qualifications:**

- Experience working in, or demonstrated knowledge of, institutional facilities maintenance
- Facilitative leadership, team building and interpersonal skills.
- Ability to work cooperatively as part of a team and independently.
- Analytical, problem-solving, and strong organizational skills.
- Strong oral and written communication skills.
- Supervisory and training/mentoring experience.

**Additional Information:**

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APPENDIX F

**Facilities Support Staff**

**Position Overview:**

**Reports To:** Facilities Coordinator

**Oversight:** Working under the supervision of the Facilities Coordinator, you are responsible for the daily maintenance of Student Association spaces

**Nature and Scope of the Position:**

***Facilities Maintenance, Monitoring and Security***

- Ensure the cleanliness of all Student Association spaces including main offices
- Provide daily maintenance of all Student Association facilities including washrooms, floors and food courts
- Ensure that all garbage receptacles are emptied on a daily basis for all Student Association spaces
- Assist Student Association tenants on any facilities related items such as the disposal of any garbage from their spaces
- Complete daily tasks efficiently and ensure that all forms are completed and checked off each day

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Complete all weekly tasks as per weekly schedule and ensure that all forms are completed and checked off weekly
- Monitor all Student Association spaces and assist students with enquiries as requested. Monitor Student Association spaces and ensure that all users adhere to the policies of the Student Association
- Assist with any rental activities. This may include set up and clean up of rentals. This may also include assisting external clients during the duration of the rental
- Open up and disarm Student Association spaces at the beginning of each day. Check all Student Association spaces before the start of the day to ensure that everything is in proper order for the day
- Secure Student Association spaces at the end of each day; Make sure that sign out binder is checked off each day; ensure that the alarm system is properly set where required. Properly lock up all Student Association spaces where necessary
- Other duties as assigned

***Repairs and Renovations***

- Assist the Facilities Coordinator in minor repairs and renovations. Take lead on any minor repairs that may be required on the spot. Examples may include lock changes and installation of coat hooks and/or bulletin boards
- Assist in major renovation projects. Ensure that any preparations required before any major renovations are completed such as removal of any equipment or furniture
- Coordinate with the George Brown College community when needed in the proper facilitation of any repairs required
- Assist the Facilities Coordinator on any request for quotes when necessary

***Administration***

- Ensure the timely completion of the revolving door code changes for both campuses. Door codes are implemented for the meeting rooms at CL as well as the Dialog, Lifeworks and events office at SJ
- Assist the Facilities Coordinator in evaluating year end inventory. Physically count all equipment and furniture at year end and ensure that all inventory items are documented in an Excel worksheet
- Report any incidents to the Facilities Coordinator by using the incident report form. Ensure the timely reporting of all incidents including security related breaches
- Report facilities related problems as they occur to the proper individuals; facilities related problems can include leaks, vandalism, floods, broken equipment etc
- Monitor all of the supplies on hand and advise the Facilities Coordinator of any purchases required for the coming weeks; ensure that the weekly inventory sheet is filled out at the end of each week
- Assist the Facilities Coordinator with the monitoring of the Student Association ATM machine; Alert the Facilities Coordinator if there are any signs of a non-operational ATM machine

***Other***

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Assist the Facilities Coordinator with the running of the yearly BBQ; This may entail the maintenance of BBQ equipment, ordering of supplies and the staffing of the actual BBQ event
- Provide support to the communications team by distributing the weekly/bi-weekly drop off of the student newspaper; This may include driving between campuses (SJ, CL and Ryerson)
- Provide support to the Lifeworks team by assisting in the weekly food drop off; Meet particular Lifeworks member in the loading dock and make sure that they have proper assistance in un-loading the food in the food bank centre
- Assist the events team with the set up and tear down of events; Assist with the coordination of equipment or risers that may be required; Conduct a thorough clean up after each event and ensure that all equipment is returned in time and at the right place
- Support other part-time maintenance staff when required; Assist in the training of any part time staff
- Other related duties as may be assigned from time to time

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ All Student Association space is maintained in a clean and orderly manner
- ✓ Establish & maintain a close professional relationship with College counterpart
- ✓ Ensure accurate, timely and continuous updates and information is provided to all members of the Student Association regarding any capital improvements or renovations to Student Association space

**Qualifications:**

- Experience working in, or demonstrated knowledge of, an institutional setting is preferred.
- Facilitative leadership, team building and interpersonal skills.
- Ability to work cooperatively as part of a team and independently.
- Analytical, problem-solving, and strong organizational skills.
- Strong oral and written communication skills.
- Must be willing to work irregular hours when required

**Additional Information:**

***Mission Statement***

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APPENDIX G

**General Manager**

**Position Overview:**

Reports To: Student Association Board of Directors

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

Oversight:

This position is responsible for 3 main areas:

1. Finance & Operations (Finance, Facilities, IT, Sales);
2. Member Services (Student Health Benefits Program and Front Office);
3. Board & Public Relations (Elections, Publications, BoD Governance).

Responsibilities include the management of both full-time employees and part-time student staff, with related duties including Board of Director support, long-term strategic planning, and departmental financial management.

The position provides oversight of human resources, budget and finances, project management, and the day-to-day operations of the above noted departments. Skills in team-leadership are essential, with a focus on how to motivate, energize and empower staff and students through a focused consultative process. The position demands a strong work ethic, with an ability to balance a heavy workload with conflicting priorities and deadlines amidst constant interruption and time demands. Collaborative vision, tremendous flexibility and a capacity for change are essential. The position requires a progressive-minded approach, with emphases on understanding diversity and issues of oppression, power, student rights and accessible education.

The General Manager is expected to fulfill the duties of the Manager Equity & Campus Services in the event of illness, vacation or other unforeseen absences of the Manager Equity & Campus Services.

**General Responsibilities include, but are not limited to:**

*Departmental Oversight*

- Oversee facilities department and ensure the safety, cleanliness and general upkeep of the SA office facilities
- Provide direction and support to the IT services including phones, computers and personal electronic devices
- Oversee the Student Health Benefits Plan contract with the Health Plan Provider. In conjunction with the Health Benefits Advisory Committee, oversee Health Plan additions, improvements, a regular review process, and contract tender and selection as required.
- Ensure the smooth and effective operation of all Student Association Front Office / Member Services.
- Other duties as assigned

*Financial Management*

- Ensure that the SA annual budget is presented to the Board of Directors for approval each year and that all departments abide by the budget guidelines
- Negotiate and approve all SA vendor contracts
- Develop annual budgetary projections for areas of responsibility
- Track, monitor and report on actual revenues and expenditures for areas of responsibility

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Assist the Manager, Equity & Campus Services in the creation and compilation of the organizational budget

*Communications & Relationship Building:*

- Establish and maintain positive working relationships with College Administration
- Establish positive working relations with internal and external organizations or agencies that may provide services to the Student Association
- Provide ongoing assistance, support and monitoring to Student Association services on three campuses.
- General Manager is responsible to ensure that the George Brown Student Association continues to be a learning environment for student leaders

*Leadership and Management*

- Assist with organizational planning and strategic development.
- Liaise with various departments, individuals and committees of George Brown College, as well as with external agencies.
- Participate in general staff meetings, departmental meetings, regular management meetings and professional development opportunities as they arise.
- Research, plan and implement additional projects as required.
- In conjunction with the Manager, Equity & Campus Services, train, support, advise and assist the student Board of Directors and Executive team.
- Work closely with all Board members, particularly the Executive, throughout the year, both formally and informally, to enable them to meet their goals
- Attend Board and sub-Committee meetings as required to present formal and informal reports, advise, answer questions and receive organizational direction.

**Nature and Scope of the Position:**

- The position reports directly to the Student Association Board of Directors. Independent and self-directed work is required, relying on current policies and procedures, past and current practices and a clear understanding of the mandate of the Student Association and this position.
- This position interacts with a wide range of individuals, including College Management and Staff, Student Association students and staff, and the general student population. Often complex situations cause challenges in communication and difficulties in interactions. Productive and professional relationships must be maintained in all circumstances.
- The position has a wide range of responsibilities, creating multiple conflicting priorities and deadlines. The work environment is hectic, and the incumbent must be able to produce quality work under constant interruption and time demands.
- The Student Association operates on multiple campuses, creating unique challenges in communications and interactions with colleagues and supervised staff. The incumbent will be required to travel between campuses, and to operate at a satellite office on occasion.

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- The position carries a heavy workload throughout the year, however there are specific periods, such as Orientation, where the load increases further. During such periods, there is no downtime and additional working hours are usually required.

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members

**Short Term:**

- ✓ Establish a plan to phase out and / or replace the IT contract consultant
- ✓ Complete the merger of the Front Office Support Staff with the Health Benefits office
- ✓ Oversee the implementation of effective BoD training and student leader development

**Long Term:**

- ✓ Create strong working relations with the College Administration and external community partners
- ✓ Required to submit annual budget and ensure that the organization meets the budget targets
- ✓ Ensure all relevant Policies & Procedures are up to date and are being adhered to by all staff & students; must hold all reports accountable as per the SA policies
- ✓ Readily available and supportive to all relevant SA BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders)
- ✓ Ensure that an effective Student Leader training and mentorship program is established and adhered to

**Qualifications:**

- Progressive supervisory experience required to manage both full time and part time staff, ensure adherence to Policies & Procedures, conduct performance evaluations and establish & implement best practices
- At least 3 years experience in a senior administrative position, overseeing staff, budgets and strategic planning
- A post-secondary degree, diploma or equivalent is required
- Several years' experience and a proven track record in management, demonstrating increasing levels of responsibility, with experience in non-profit organizations, preferably in a post-secondary environment
- Superior financial management skills, with expertise in budget development and management
- A professional background in service and program administration, student advocacy and rights.
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism
- First-rate verbal and written communication skills

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Proficiency in computer use, including MS Word, Excel, Outlook, and PowerPoint
- An experienced leader, who fosters a productive team atmosphere, and also a disciplined independent worker who enjoys troubleshooting and problem solving

**Additional Information:**

***Mission Statement***

We are the Students of George Brown College, committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

APPENDIX H

**Manager, Equity & Campus Services**

**Position Overview:**

Reports To: Student Association Board of Directors

Oversight:

**The position will adhere to the philosophy and values of the organization and will be committed to supporting student rights, advocacy, equity, campaigns, involvement and activism. The manager shall provide guidance, insight and direction to the Student Association staff and student leaders as it relates to legal aid, clubs, events, campaigns, grade appeals, food bank and constituency groups.**

Responsibilities include the management of both full-time employees and part-time student staff, with related duties including Board of Directors support, long-term strategic planning, and departmental financial management.

The position provides elements of human resources, budget and finances, project management, and the day-to-day operations of the Lifeworks and Events departments. Skills in team leadership are essential, with a focus on how to motivate, energize and empower staff and students through a focused consultative process. The position demands a strong work ethic, with an ability to balance a heavy workload with conflicting priorities and deadlines amidst constant interruption and time demands. Collaborative vision, tremendous flexibility and a capacity for change are essential. The position requires a progressive-minded approach, with emphasis on understanding diversity and issues of oppression, power, student rights and accessible education.

The Manager, Equity & Campus Services is expected to fulfill the duties of the General Manager in the event of illness, vacation or other unforeseen absences of the General Manager.

**General Responsibilities include, but are not limited to:**

*Departmental Oversight*

- Ensure the smooth and effective operation of all LifeWorks Centres and related programs, including Access Centre, LGBTQ Centre, Centre for Women and Trans People (CWTP), Campaigns program, Advocacy program, Food Bank program, Legal Services, Clubs

## **Human Resources – Proposed Agenda**

### **Student Association of George Brown College**

**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

program, and Volunteer & Placement program. Ensure an effective and consistent level of programming, events and outreach initiatives for these groups.

- Ensure the smooth and effective operation of the Appeals and Advocacy program. Identify trends that indicate larger, systemic problems and report to the executive committee.
- Oversee and monitor the legal advisory service provided by the Student Association.

#### *Financial Management*

- Develop annual budgetary projections for areas of responsibility.
- Track, monitor and report on actual revenues and expenditures for areas of responsibility.
- Assist the General Manager in the creation and compilation of the organizational budget.

#### *Communications & Relationship Building:*

- Establish and maintain positive working relationships with college administration
- Establish positive working relations with internal and external organizations or agencies that may provide services to the LifeWorks department
- Provide ongoing assistance, support and monitoring to Student Association services on three campuses.
- Manager, Equity & Campus Services is responsible to ensure that the Student Association of George Brown College continues to be a learning environment for student leaders.

#### *Leadership and Management*

- Assist with organizational planning and strategic development.
- Liaise with various departments, individuals and committees of George Brown College, as well as with external agencies.
- Participate in general staff meetings, departmental meetings, regular management meetings and professional development opportunities as they arise.
- Research, plan and implement additional projects as required.
- In conjunction with the General Manager, train, support, advise and assist the student Board of Directors and executive team.
- Work closely with all Board members, particularly the executive, throughout the year, both formally and informally, to enable them to meet their goals.
- Attend Board and sub-Committee meetings as required to present formal and informal reports, advise, answer questions and receive organizational direction.
- Other duties as assigned

#### **Nature and Scope of the Position:**

- Reporting directly to the Student Association Board of Directors, this position requires independent and self-directed work, relying on current policies and procedures, past and current practices and a clear understanding of the mandate of the Student Association and this position.
- This position interacts with a wide range of individuals, including college management and Staff, Student Association students and staff, and the general student population. Often

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

complex situations cause challenges in communication and difficulties in interactions. Productive and professional relationships must be maintained in all circumstances.

- The position has a wide range of responsibilities, creating multiple conflicting priorities and deadlines. The work environment is hectic, and the incumbent must be able to produce quality work under constant interruption and time demands.
- Must demonstrate a strong understanding of social justice issues and a track record of coalition building, bringing people from different constituencies together to work towards common goals.
- Provide support the General Manager, professional staff, students and student leaders with equity based training in all areas and will advise on policies and procedures to ensure accessibility to all members.
- Responsible for ensuring that students are accommodated to ensure participation for underrepresented groups by arranging for services such as interpretation, note taking etc.
- The position will ensure that events are held equitably at the main campuses and satellite campuses for all members.
- The Student Association operates on multiple campuses, creating unique challenges in communications and interactions with colleagues and supervised staff. The incumbent will be required to travel between campuses, and to operate at a satellite office on occasion.
- The position carries a heavy workload throughout the year; however, there are specific periods, such as orientation, where the load increases further. During such periods, there is no downtime and additional hours are usually required.

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work.
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA staff, student executives and Board members.
- ✓ Create strong working relations with the college administration and external community partners.
- ✓ Improve level of advocacy services and representation for the students within the college.
- ✓ Improve the level of administration, monitoring and record keeping for SA clubs, LifeWorks and constituency groups.
- ✓ Reduce the existing communication gaps between the SA and the college as it relates to institutional concerns over campaigns & grade appeals, pubs and events.
- ✓ Ensure all relevant policies & procedures are up to date and are being adhered to by all staff & students; must hold all reports accountable as per the SA policies.
- ✓ Readily available and supportive to all relevant SA BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders).

**Qualifications:**

- At least 5 years of progressive experience demonstrating the ability to manage both full time and part time staff, ensure adherence to policies & procedures, conduct performance evaluations and establish & implement best practices.

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Must be able to demonstrate an extensive history as community group liaison (Government Agencies, NFP organizations, Colleges / Universities, special interest groups).
- Previous experience with People with Disabilities, Women's Centres or LGBTQ groups.
- Superior financial management skills, with expertise in budget development and management.
- A professional background in service and program administration, student advocacy and rights.
- Previous experience in the Student Association area is an asset.
- A post-secondary degree, diploma or equivalent is required.
- Several years' experience and a proven track record in management, demonstrating increasing levels of responsibility, with experience in non-profit organizations, preferably in a post-secondary environment.
- Comprehensive knowledge of student rights, issues, and accessibility to post-secondary education.
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.
- First-rate verbal and written communication skills.
- Proficiency in computer use, including MS Word, Excel, Outlook, and PowerPoint.
- An experienced leader, who fosters a productive team atmosphere, and also a disciplined independent worker who enjoys troubleshooting and problem solving

**Additional Information:**

***Mission Statement***

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APPENDIX I

**Life Works Centre Facilitator**

**Position Overview:**

Reports To: Senior Coordinator, Equity & Appeals

Oversight: Responsible for facilitating the day to day operations of all constituency groups within the Life Works Department. The Center Facilitator works collaboratively with constituency representatives to provide service and advocacy for the members.

Coordinate the hiring and training of Life Works part time student staff.

**General Responsibilities Include, but are not limited to:**

**Nature and Scope of the Position:**

- Coordinate the day-to-day operations of the Constituency Centre's at all campuses
- Provide daily supervision and training for volunteers, part-time staff and student placements at the Constituency Centre's
- Assist with the development of operational policies as needed

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Organization of the hiring & training the Food Bank Support staff
- Support constituency groups
- Coordinate equity based training
- Track and report on the Constituency Centre operational and departmental budgets
- Advise the Constituency Centre Reps on management of the departmental budget
- Other duties as assigned

***Departmental Oversight:***

***Life Works Program:***

In conjunction with the Constituency groups front line staff:

- Assist with the development of operational policies as needed.
- Advise the constituencies as needed and assist with the implementation of constituency goals.
- Support the various Life Works constituencies with the planning of programs. Implementation of programming and events including speakers, workshops, forums and celebrations will be primarily coordinated by the Centre Facilitator
- Ensure that the relevant policies and procedures of the Student Association and George Brown College are followed.
- Ensure that accurate and up to date record keeping is maintained Create, develop and maintain a strong database and relationship with external organizations and partners for referrals and other external partnerships.
- Provide appropriate support, information and referral to students on campus
- Coordinate the resource libraries of the constituency Centre's within Life Works, including acquisition, organization and the lending program.

***Leadership/Management:***

- Prepare bi-weekly payroll for Constituency Centre part-time staff
- Participates in general staff meetings, departmental meetings and professional development opportunities as requested.
- Meet with relevant Student Association subcommittees to provide information, answer questions, and seek input when required.
- Support the Student Association team by taking on added initiatives, as required as well as such duties (compatible with the foregoing) as assigned.
- Participate in external committees, networks and liaise with community agencies as required.
- Supervise student placement team, volunteers as needed as well as Lifeworks and constituency groups budgets
- Provide oversight to the Constituency Centre internal election process
- Provide Constituency Centre marketing support through things such as updating the web site and ordering posters
- Support the Rep in organizing Constituency Centre meetings and events through room bookings, audio visual equipment, and ordering food & beverage

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- In conjunction with the Rep, ensure that the Constituency Centre resources and referral materials are maintained and up-to-date for all Campus Centre's
- Schedule, supervise and evaluate part time student staff and placements
- Ensure that all students and staff working in the Centres receive the appropriate equity based or Centre specific training

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Ensure Constituency groups adhere to budget requirements
- ✓ Works cooperatively with BoD reps and or Commissioners to ensure successful programming for constituency groups

**Qualifications**

- A post-secondary degree, diploma or equivalent in a community or social services related programs especially within the context of the student union.
- Strong knowledge and understanding of student and educational issues, issues of diversity, oppression and privilege, grassroots organizing and social movements. Intermediate computer skills required although must have prior experience with Email and Internet applications as well as Microsoft Excel and Word software. Experience with scheduling and database applications is an asset. Prior experience working with college/university students or personal experience as a student leader is an asset.
- Strong spirit of collaboration and team work.
- Ability to work independently in a high stress environment with changing priorities, at times with little or no directions.
- Experience in Community-based programs a plus.

**Additional Information:**

***Mission Statement***

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APPENDIX J

**Life Works Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Equity & Appeals

**Oversight:** Food Bank, Food Drives, Tax Clinic, and compile resource materials for campus Life Works Centre. The Life Works Coordinator is responsible for the Life Works Centre for one campus while providing support and backup as required for other Student Association Life Works Centres.

**General Responsibilities Include, but are not limited to:**

**Nature and Scope of the Position:**

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Coordinate the day-to-day operations of the Life Works Centre
- Provide daily supervision and training for volunteers, part-time staff and student placements
- Assist with the development of operational policies as needed
- Provide support to the Life Works Centre Facilitator with supervision of part time placement staff as needed
- Support the various Life Works collectives with the planning and implementation of programming and events including speakers, workshops, forums and celebrations
- Ensure that the relevant policies and procedures of the Student Association and George Brown College are followed
- Ensure that accurate and up to date record keeping is maintained
- Other duties as assigned

***Life Works Centre:***

- Provide front line service to students and staff that enter the office
- Ensure that the Life Works resources and referral materials are maintained and up-to-date for the Campus Life Works Centre
- Must ensure accurate and sufficient inventory to support Life Works initiatives such as safe sex initiatives by ordering materials from the Toronto Public Health Department.

***Food Bank***

- Coordinate the ordering, pick-up, inventory tracking, database inputting and service delivery of food from the Daily Bread Food Bank and complete all necessary reporting
- Provide standardized training and supervision for all Food Bank staff and / or volunteers
- Coordinate collection, cleaning, labelling, database inputting and distribution for the Food Bank program
- Monitor the Food Bank inventory levels on a weekly basis and order additional food supplies as necessary
- Coordinate and organize on-campus food drives twice each year – Thanksgiving and Christmas holidays. Liaise with George Brown College representative to ensure effective communication of food drives across the college community.

**Legal Services**

- Book appointments for legal services for students seeking counsel and advice
- Provide administrative support to the legal counsel for things such as printing, photocopying and rescheduling of appointments

**Tax Clinics**

- Coordinate annual tax clinics for George Brown students in March of each year
- Schedule volunteer training with the Canadian Revenue Agency (CRA)
- Coordinate volunteer schedules to ensure effective coverage for Tax Clinic hours of operation

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Schedule student appointments to complete and file their annual tax return
- Communicate with CRA to ensure that all Student Association Tax Clinic volunteers receive their CRA volunteer certificate

***Leadership/Management:***

- Prepare bi-weekly payroll for Life Works part-time staff
- Guide, supervise and direct part-time and full-time Life Works staff at the campus centre
- Serve as a liaison to George Brown College departments, faculty and staff and to external agencies
- Participate in general staff meetings, departmental meetings and professional development opportunities as requested
- Meet with relevant Student Association subcommittees to provide information, answer questions, and seek input when required
- Support the Student Association team by taking on added initiatives, from time to time, as required as well as such duties (compatible with the foregoing) as assigned

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Provide proper inventory and food levels in the Food Bank
- ✓ Ensure Life Works staff and volunteers are providing professional and effective customer service
- ✓ Maintain accurate and complete record keeping details on usage and inventory

**Qualifications:**

- A post-secondary degree, diploma or equivalent
- Knowledge and understanding of student and educational issues, issues of diversity, oppression and privilege, grassroots organizing and social movements
- Excellent communication (verbal and written), computer literacy, and organization skills
- Prior experience working with college/university students or personal experience as a student leader is an asset

**Additional Information:**

***Mission Statement***

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APPENDIX K

**Member Services**

**Position Overview:**

Reports To: Sr. Coordinator, Member Services

**Oversight:**

You will provide front-line services to students, College personnel and external guests calling and visiting the Student Association offices. On the phone and in person you will provide superior customer service while responding to inquiries, greeting visitors, providing

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

referrals, giving directions, answering questions and disseminating information. You may also provide administrative support to the full-time staff by undertaking tasks such as typing, data-entry, faxing, photocopying, assembling packages, phone-calls and taking appointments.

When confronted with an upset, frustrated or irate individual, you seek out the source of the problem and provide detailed assistance in exploring all options towards a solution. You must establish a working knowledge of all departments within the SA in order to provide effective front line ‘one stop shopping’ for all students seeking information regarding SA services. More complex or confidential issues will be referred to the appropriate department.

You are comfortable working independently and in a team environment. You are a great people-person who builds solid, cooperative relationships, and is comfortable with and versed in issues of diversity. Your time and attention are constantly in demand, requiring patience, time-management, planning and a friendly, professional attitude at all times.

You have superior organizational and verbal and written communication skills in addition to a proven proficiency with computers, including word processing, email and spreadsheet applications. You are able to build and maintain a comprehensive filing system. This is a fast-paced work environment, balancing multiple projects and deadlines with constant interruption.

You are skilled at maintaining calm, and can de-escalate and soothe difficult situations with upset individuals while arriving at a successful conclusion.

**General Responsibilities Include, but are not limited to:**

- Assist with and ensure that an accurate and up-to-date filing system is maintained.
- Ensure that the Student Association Front Office resources and referral materials are maintained and up-to-date for all Student Association Front Offices.
- Maintain the offices in a highly orderly manner; organize reception area, supplies, storage cabinets; have forms and supplies in stock and readily available at all times.
- Handling and maintaining confidential student information
- Maintaining up-to-date knowledge about the health and dental plans, information and processes
- Following all guidelines and procedures as outlined by the Student Association
- Assisting students with questions, concerns and inquiries
- Answer and respond to the Student Benefits Hotline
- Monitor and respond to email sent to the Health Plan office general email account
- Trouble shoot benefit scenarios by utilizing plan information when dealing with Students
- Managing confidential files and database systems
- Upload information into databases and maintain any changes that occur throughout the school year
- Receiving and documenting confidential student information
- Distributing benefits information and reimbursement cheques while verifying student information

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Offer support to the Sr. Coordinator of Member Services in liaising directly with the Student Association's health and dental plan consultants, as well as the insurance carrier
- Support the Sr. Coordinator of Member Services in the adjudication of individual claims appeals, in conference with consultant and carrier representatives
- All practical and administrative tasks associated with the administration of the Student Association's health and dental benefits plans
- Ensure that relevant policies and procedures of the Student Association and George Brown College are followed.
- Assist with the organization of the Student Association's Archive Room and previous archive files, with direction from the General Manager, and create a searchable electronic inventory of all files to be archived.
- Assist with preparation of presentation materials as requested.
- Review and summarize miscellaneous reports and documents; prepare background documents and outgoing mail as necessary.
- Provide superior customer service in person and on the phone to all individuals who call or visit the Student Association offices.
- Answer questions, assist with inquiries, provide services, take appointments, accurately refer individuals, trouble-shoot complex issues.
- Faxing, photocopying, keyboarding, data-entry, mail-sorting, materials assembly, filing, information posting.
- Maintain the office space in a tidy, organized and welcoming fashion.
- Maintain the filing system and office supplies in a tidy and organized fashion.
- Cooperate and information share with fellow member services staff to ensure consistency of service between offices.
- Ensure that all postings and information are kept up-to-date and orderly.
- Other duties as assigned

***Nature and Scope of the Position:***

- The position works closely with the Student Association managers and other Senior Coordinators. Independent and self-directed work is required, relying on current policies and procedures, past and current practices and a clear understanding of the mandate of the Student Association and this position.
- This position interacts with a wide range of individuals, including College Management and Staff, Student Association full and part time staff, and the general student population. Often complex situations cause challenges in communication and difficulties in interactions. Productive and professional relationships must be maintained in all circumstances.
- The Student Association operates on multiple campuses, creating unique challenges in communications and interactions with colleagues and supervised staff. The incumbent will be required to travel between campuses, and to operate at a satellite office on occasion.
- The position carries a heavy workload throughout the year; however there are specific periods, such as Orientation and Elections, when the load increases further. During such periods, there is no downtime and overtime is usually required.

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the Student Association Staff, Student Executives and Board members
- ✓ Organize and maintain Student Association Administration archival records into an electronic data base
- ✓ Ensure all relevant Policies & Procedures are up to date and are being adhered to by all staff & students;

Readily available and supportive to all relevant Student Association BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders)

**Qualifications:**

- A post-secondary degree, diploma, or equivalent is required
- Excellent Computer skills – MSWord, Excel, PowerPoint, Outlook
- Previous working experience as an Administrative Assistant
- Comprehensive knowledge of student rights, issues, and accessibility to post-secondary education.
- Basic financial or accounting skills would be an asset
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.
- First-rate verbal and written communication skills.
- Demonstrated ability to manage, coordinate, organize and maintain records of (changing) information over time.
- Attention to detail; good record keeping and filing skills.

**Additional Information:**

***Mission Statement***

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APPENDIX L

**Publications & Communications Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Board & Public Relations

**Oversight:** To provide the steady flow of information from the Student Association organization to the student body and the college community, using creative materials that grab students' attention, convey a succinct (and sometimes difficult) message, and help drive our vital services, events and activities to success.

**General Responsibilities Include, but are not limited to:**

**Nature and Scope of the Position:**

- Management of the student-based Editorial team and its production of the monthly *Dialog* student newspaper;

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

- Coordination of graphic design, and production of diverse print media, for the Student Association;
- Responsible for the gathering, editing and oversight of *The Source* student handbook in cooperation with the Design Coordinator;
- Responsible for editing the written material and content of the Student Association website. Shall work cooperatively with the Design Coordinator to create the site design and layout, providing content to the IT Coordinator for posting.
- Other duties as assigned

**Leadership / Management:**

- Recruit, select, train, evaluate and work closely with a number of students required to produce SA publications. You should be able to mentor and enable individual students and student teams.
- You will be required to put together solid, productive teams to work on projects, and effectively supervise students with a range of skills, abilities and work experience.
- Required to concurrently work on multiple projects and tasks, to balance conflicting priorities and deadlines, and to work efficiently.
- Time management and delegation skills are essential to your ultimate success.
- You will balance your proficiency and technical expertise in graphic design software, web operations and Mac operating systems with first-rate project and budget management skills.

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Publish all relevant SA materials on time and according to the annual publication schedule that you create and that is communicated throughout the organization
- ✓ Ensure that all SA published material is timely, accurate and free of errors or omissions
- ✓ Provide interesting and creative material through SA publications that reflects the interests of the SA Board of Directors and the Student Body at large
- ✓ Ensure that the SA website is up to date, current and free of errors or omissions

**Qualifications:**

- A post-secondary degree, diploma or equivalent is required.
- Previous experience in communications industry
- Proficiency in computer use, including MS Word, Excel, Outlook, PowerPoint and web based applications
- An outgoing, positive and friendly personality.
- Excellent communication skills, both written and oral.
- Excellent organization and project management skills.
- The ability to work in a team environment, take initiative and work independently.
- The ability to multitask.
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.

**Additional Information:**

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

---

*Mission Statement*

We are the Students of George Brown College, committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

APPENDIX M

**Sales Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Finance & Operations

**Oversight:** Responsible for creating and generating sales and sponsorship revenues for the organization, meeting with clients to secure contracts that increase organizational revenues and positively impact student life for the SA from three key areas: Event sponsorships, Program and Service sponsorships and Advertising sales within our *Source* student handbook and *Dialog* student newspaper.

**Nature and Scope of the Position:**

**General Responsibilities Include, but are not limited to:**

- Generate sponsors for the Student Association's annual roster of events and student activities, including Fall and Winter Orientation programs
- Create and follow up on advertising and revenue generating leads
- Build relationships with marketing / advertising companies and potential corporate partners
- Keep track of all contacts, communications and sales through Microsoft Office programs
- Liaise with SA departmental program and service coordinators to ascertain financial needs and develop sponsorship initiatives (including the Food bank, Safe Walk program, LifeWorks Centres, Outreach program and TTC Metropass service)
- Draft sponsor contracts for review by the Senior Coordinator, Finance & Operations
- Service advertiser and sponsor contracts, ensuring that all contracted deliverables are met (including high-quality sponsor event management, timely print production of sponsor signage, etc) and that client satisfaction is paramount
- Act as first point of contact for existing and prospective SA clients who wish to sell goods or rent space at the SA for promotional or other purposes.
- Develop and lead the Rentals program, and coordinate all event bookings at both the Casa Loma Student Centre and the St. James Lounge for all clients, whether internal George Brown College clients or external corporate and non-corporate clients.
- Provide outstanding customer service to all vendors and renters.
- Responsible for the day-to-day operation of the vending program, including booking, scheduling, invoicing and collection, and tracking and reporting of relevant data
- Issue and track invoices to vendors and external bookings.
- Ensure that clients are compliant with all SA policies and all applicable laws and codes.
- Handle all logistical requirements for events as required by the renter or by SA policy.
- In conjunction with the Senior Coordinator, Finance & Operations, develop marketing plans, policies and procedures for the Vending and Rentals programs.
- Other duties as assigned

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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***Revenue Generation and Targets***

- Revenue is defined as money received due to the following: Events Sponsorships, Orientation packages/sales, advertising in both our Dialog Newspaper and Source Student Handbook.
- All revenue must be authorized by the Senior Coordinator, Finance & Operations
- Commission will consist of any revenue generated above \$30,000 cash during the Student Association fiscal year (June 1<sup>st</sup> to May 31<sup>st</sup>), at which point the SA and the Sales Coordinator will embark on a 50/50 commission split of revenue above the \$30,000.
- Non-cash items may count towards reaching the \$30,000 revenue if authorized and approved by the Senior Coordinator, Finance & Operations, however the 50/50 commission split of excess revenue will only apply once \$30,000 of cash has been generated as revenue during the Student Association fiscal year (June 1<sup>st</sup> to May 31<sup>st</sup>).
- Failure to meet the above mentioned criteria may result in discipline up to termination.

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Generate a minimum sales revenue of \$30, 000 per Student Association fiscal year (June 1<sup>st</sup> to May 31<sup>st</sup>), to meet employment contractual requirements.
- ✓ Be required to meet quarterly revenue targets as set out by the Senior Coordinator, Finance & Operations
- ✓ Provide monthly reports on new contacts, revenue and invoicing / contracts

**Qualifications:**

- Strong outreach, sales, hospitality, public relations and marketing skills
- The ability to multitask with a high level of attention to detail
- An outgoing, positive and friendly personality with excellent interpersonal skills
- Strong knowledge of MS Office applications and a high-level of computer proficiency
- Excellent oral and written communication skills.
- Solid team player but also accountable to work independently
- Previous experience in event planning as well as sales or fundraising.
- Able to work at all George Brown campuses and have a schedule flexible enough to incorporate evening and weekend shifts.
- A valid Ontario Driver's License would be preferred

**Additional Information:**

***Mission Statement***

We are the Students of George Brown College, committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

APPENDIX N

**Senior Coordinator**  
**Board and Public Relations**

**Position Overview:**

Reports To: General Manager

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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Oversight:

This position works directly with the Executive Committee and Board of Directors providing support, guidance and training while being responsible for the documentation and upkeep of all Student Association policies, procedures, by-laws etc.

The role is also responsible for SA publications and communication including any newspaper, newsletters, magazines, the Source handbook, training manuals and the web site.

Working closely with the SA Managers, this role is responsible to ensure that the George Brown Student Association continues to be a learning environment for student leaders.

**General Responsibilities include, but are not limited to:**

- Facilitate regular and effective communication between student leaders and the SA operations / staff.
- Assist the Student Association Board of Directors and committees to formulate policies, procedures and annual mandates & project plans.
- Facilitate a smooth transition between incoming and outgoing board members through training retreats, transitional sessions, handover manuals, etc.
- Maintain historical documentation from all Board and committee level activities
- Ensure that BoD and Committee meeting agenda's, minutes and required documentation are prepared and circulated in a timely manner, both before and after meetings.
- Arrange for meeting Chair, minute taker and any special needs requirements that may from time to time arise (e.g. interpretation services).
- During elections, you will consistently implement – and provide advice regarding – all election policies and procedures, from the locations of polling stations to nominations processes, definitions of campaigning and voting infractions to the appearance of ballots, and from voting procedures to ballot counting procedures, etc.
- Other duties as assigned

***Nature and Scope of the Position:***

- The position works closely with the SA managers and other senior coordinators. Independent and self-directed work is required, relying on current policies and procedures, past and current practices and a clear understanding of the mandate of the Student Association and this position.
- This position interacts with a wide range of individuals, including college management and staff, Student Association full and part time staff, and the general student population. Often complex situations cause challenges in communication and difficulties in interactions. Productive and professional relationships must be maintained in all circumstances.
- The position has a wide range of responsibilities, creating multiple conflicting priorities and deadlines such as Board of Director mandates, committee meetings, publications, Student Association branding.
- The Student Association operates on multiple campuses, creating unique challenges in communications and interactions with colleagues and supervised staff. The incumbent will be required to travel between campuses, and to operate at a satellite office on occasion.

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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- The position carries a heavy workload throughout the year; however, there are specific periods, such as orientation and elections, when the load increases further. During such periods, there is no downtime and overtime is usually required.
- Oversees the Student Association publications (e.g. newspaper, website) to ensure that all information provided is timely, accurate and up to date.

***Elections***

- As the primary spokesperson for all election issues, you are responsible for encouraging students to run for positions. Furthermore, in conjunction with your team of Deputy Returning Officers and poll clerks, you make it possible for students to exercise their right to vote.
- Select and Train Chief Returning Officer and Deputy Returning Officer for each Bi-Election and Election – will usually be student term and task positions.
- Ensure that elections staff are well versed and strictly adhere to election policies and procedures.
- Between elections you will work with the Elections Planning Committee and the Board of Directors on policy and procedure refinement, and preparations for the next election.
- Facilitate meetings between elections staff and the elections committee.
- Help recruit and encourage students to run for elected positions through a communications program.
- Oversee the promotion of the election process.
- Work with the graphic design staff to prepare materials including but not limited to, flyers, posters, banners, ballots, etc.
- Receive and verify candidate's nomination and information packages and advise candidates on rules affecting them;
- Assist candidates with preparation of campaign materials;
- Hire and train elections officers (Deputy Returning Officers and poll clerks) to operate the polling stations on advance polling days and regular election days, ensuring that polling stations are accessible for voters with special needs;
- Ensure that the elections policies and procedures are strictly adhered to;
- Ensure that candidates run a fair campaign and election;

**Board & Board Committee Coordination**

- Ensure that accurate meeting minutes are taken for all Board of Directors meetings, board committee meetings, the Annual General Meeting and any other meetings as required.
- Prepare Board packages, necessary organizational materials and maintain Board minute archives (electronic and hard copies).
- Maintain proper lists of current Board members and contact info; coordinate notice of meetings to Board and executive committee members (by email and phone).
- Coordinate production of the agendas for the Board and Board Committee meetings and ensure they are sent to Board and Committee members in a timely fashion
- In coordination with the General Manager and SA student president, plan and execute successful Annual General Meetings.

***Publications and Outreach Section***

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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- Coordinate the publications team (design, writing/bloggging, IT Web) to create publications including Source, newspaper/magazine, web content, web records of organizational meetings).
- Ensure a high standard of design that is suitable to reach out to students.
- Work with all areas to publicize events, campaigns and Student Association services through effective posting and outreach.
- Advise student leaders on effective ways to publicize and promote events and activities to enhance student participation on committees.

***Organizational Archives – Hard Copy and Electronic***

- Organize the Student Association archive room and previous archive files, with direction from the General Manager and executive committee, and create a searchable electronic inventory of all files to be archived.
- Create an archive of the Student Association electronic files by mirroring the organizational framework and filing standards and protocols for the archive room and its hard files.
- Assist the General Manager and the executive committee with the archiving of hard files and electronic files that currently reside in staff offices and other storage areas throughout the organization.
- Ensure that all SA meeting minutes are archived and made available electronically in a timely manner for access by students and SA staff.

***Leadership:***

- Meet with relevant Student Association committees and subcommittees to provide information, answer questions, and seek input when required.
- Support the Student Association team by taking on added initiatives, from time to time, as required.
- Assist with Board of Director training, as required.
- Participate in broader organizational activities; support the team during large events; coordinate time effectively to support team.
- Maintain a working relationship with the College community, develop partnerships and positive relationships.

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work.
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members.
- ✓ Monitor all direct reports and enforce SA Policies & Procedures
- ✓ Monitor and track attendance (vacation, sick & lieu time) for all direct reports and ensure that all staff report for work on time and receive regular performance appraisals

**Short Term:**

- ✓ Organize SA archival records into an electronic data base.
- ✓ Review and update elections procedures and policies.
- ✓ Create effective training and support program for student CRO and DROs.

**Long Term:**



**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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Oversight:

**In conjunction with the Vice President Education and the Vice President Academic, the position will adhere to the philosophy and values of the organization and will be committed to supporting student rights, advocacy, involvement and activism.**

**Your primary role will be to support students with grade appeals as their representative to the college, while providing oversight & guidance to the Life Works department staff and students.**

**General Responsibilities Include, but are not limited to:**

- Assist students by answering questions, listening and advising the students with regard to the Academic Appeal process and the College's Academic Appeals Policy;
- Assist students with the preparation of forms and supporting documentation for the appeals process;
- Responsible to the student body to keep the appeals process impartial, ethical, and confidential;
- Provide advice and referrals to students regarding the appeals process and intersecting issues that may assist student success;
- Attend appeals meetings as required;
- Be responsible for the maintenance of Appeals files, data tracking, data analysis and reporting;
- Provide feedback to the Academic Issues Committee concerning the appeal process, policies and the colleges rules and regulations;
- Liaise with partner organizations, such as the Canadian Federation of Students, as required;
- Supervise the Life Works Staff and Students, including the Food bank and constituency groups
- Provide oversight to the Centre for Women and Trans People (CWTP), and the LGBTQ constituency groups and ensure all Policies & Procedures are up to date and being adhered to

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Monitor all direct reports and enforce SA Policies & Procedures
- ✓ Monitor and track attendance (vacation, sick & lieu time) for all direct reports and ensure that all staff report for work on time and receive regular performance appraisals
- ✓ Create strong working relations with the College Administration and external community partners
- ✓ Improve level of advocacy services and representation for the students of George Brown within the college

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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- ✓ Improve the level of administration, monitoring and record keeping for SA clubs, Life Works and Constituency groups
- ✓ Reduce the existing communication gaps between the SA and the college as it relates to institutional concerns over campaigns & academic appeals, pubs and events
- ✓ Ensure all relevant Policies & Procedures are up to date and are being adhered to by all staff & students; must hold all reports accountable as per the SA policies
- ✓ Readily available and supportive to all relevant SA BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders)
- ✓ In conjunction with the Manager, Equity & Campus Services, train, support, advise and assist the student Board of Directors and Executive team.
- ✓ Work closely with all Board members, particularly the Executive, throughout the year, both formally and informally, to enable them to meet their goals
- ✓ Attend Board and sub-Committee meetings as required to present formal and informal reports, advise, answer questions and receive organizational direction.
- ✓ Other duties as assigned

**Qualifications:**

- Progressive experience as an administrator for advocacy or special interest groups
- A degree or diploma in a related field and/or relevant experience
- Experience working with the student body and people in distress
- A clear understanding of Activist issues and organizing
- A clear understanding of diversity and equity issues
- Excellent communication skills, both written and oral
- An outgoing personality.
- The ability to speak publicly
- The ability to work effectively in a team environment
- The ability to take initiative and to work independently.
- The ability to multitask

**Additional Information:**

***Mission Statement***

We are the Students of George Brown College, committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

APPENDIX P

**Senior Coordinator, Finance & Operations**

**Position Overview:**

Reports To: General Manager

Oversight:

Working closely with and reporting to the General Manager, you will provide daily administrative support to the Student Association's accounting practices and policies, book-keeping, budget planning and tracking, long-term financial planning strategies, accounts payable

## **Human Resources – Proposed Agenda**

### **Student Association of George Brown College**

**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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and receivable, payroll systems, banking and petty cash systems, preparation of bank reconciliations as well as month- and year-end reports, governments remittances and benefits administration.

You are a task-oriented, efficient producer with a demonstrated ability to balance a heavy workload with conflicting priorities and pressing deadlines.

As a progressive-minded individual, you value diversity and are educated in issues of student rights and accessible education, oppression and power.

#### **General Responsibilities Include, but are not limited to:**

##### *Budgeting:*

- Review monthly departmental budget reports
- Make competent recommendations to improve budgeting and internal tracking and processes

##### *Financial Reporting:*

- Prepare month-end financial statements using fund-accounting models, including presentation of balance sheet, income statement, summary statement of Operations, etc

##### *Annual Audit:*

- Assist in the year-end audit process including preparation of all audit materials (reconciliations, accounting schedules, working papers) and data analysis

##### *Communications & Relationship Building:*

- Liaise with external accountants, auditors, and any others with an interest in the financial operations of the SA, including our payroll service company and departments, individuals and committees of George Brown College

##### *Accounting, Book-keeping & Payroll:*

- Process all accounts receivable / payable
- Conduct and complete accounting software data-entry on a daily basis to ensure our book-keeping is always up to date
- Learn and understand our human resource policies and government remittance requirements so you can effectively administer payroll services for a staff team of over 100 employees (full and part-time)

##### *Departmental Financial Controls & Support:*

- Provide ongoing financial assistance, support and monitoring to SA programs/services on three campuses, including:
  - TTC Metro Pass Program (monthly cash sales);
  - Health Benefits Program (fee collection and deposits, premium payments, reimbursements and reconciliations);
  - Front Office Services (petty cash, TTC tokens and taxi chits, ticket sales, Clubs cheques and deposits, etc);
  - Sales & Client Services (invoicing and accounts receivable);
  - Operations (monitor and maintain cash and change flows for ATMs, games/pool tables, etc and spot-audit the bar)

Other duties as assigned

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Monitor all direct reports and enforce SA Policies & Procedures
- ✓ Monitor and track attendance (vacation, sick & lieu time) for all direct reports and ensure that all staff report for work on time and receive regular performance appraisals
- ✓ Complete accurate and on time month end and year end reconciliation statements
- ✓ Ensure that bi-weekly payroll is accurate and timely
- ✓ Accurate Accounts Payable / Receivable reporting
- ✓ Create strong working relations with the College Administration and Finance Departments and ensure that all financial transfers and transactions are accurate and completed on time
- ✓ Required to submit annual budget and ensure that the organization meets the budget targets
- ✓ Provide accurate and detailed reports and record keeping for all contracts for the SA with Vendors, Tenants and contractors
- ✓ Ensure all relevant Policies & Procedures are up to date and are being adhered to by all staff & students;
- ✓ Readily available and supportive to all relevant SA BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders)
- ✓ Demonstrate that all contracts for Facilities, IT and office supplies (phones etc) reflect best price combined with best quality

**Qualifications:**

- A post-secondary degree, diploma or equivalent is required
- Financial Certification required – CGA preferred
- Progressive experience in a senior administrative position, overseeing staff, budgets and strategic planning
- Several years' experience and a proven track record in management, financial administration and accounting, demonstrating increasing levels of responsibility, with experience in non-profit organizations, preferably in a post-secondary environment
- Sound knowledge of generally accepted accounting principles and practices (GAAP)
- Superior financial management skills, with expertise in budget development and management
- Strong working knowledge of computerized accounting software (Simply Accounting, QuickBooks, Excel, etc)
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism
- First-rate verbal and written communication skills
- Proficiency in computer use, including MS Word, Excel, Outlook, and PowerPoint
- An experienced leader, who fosters a productive team atmosphere, and also a disciplined independent worker who enjoys troubleshooting and problem solving

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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**Additional Information:**

*Mission Statement*

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APPENDIX Q

**Senior Coordinator Member Services**

**Position Overview:**

Reports To: General Manager

Oversight:

You will be responsible for the supervision of all Member Services staff and services, providing professional customer service to the Students of George Brown College at each campus.

In coordination with the General Manager, you will be the primary liaison with the SA Health Plan provider, Student Wellness Program, College Administration and internal Student Association managers and staff. The primary role of your department will be to ensure exceptional customer service and information to the students who visit the SA offices.

**General Responsibilities Include, but are not limited to:**

- Provide complete one stop 'front desk' service to the students of George Brown College for all Student Association services, including the Health Plan details
- Assisting students with questions, concerns and inquiries
- Managing file and database systems
- Receiving and documenting student information
- Distributing benefits information and reimbursement cheques while verifying student information
- Coordinating plan administration with the staff and administration of George Brown College
- Ensure the smooth and effective operation of all Student Association Front Offices and member services for all campuses.
- Supervision of the full-time Student Association member services staff; hire, train, support, provide feedback and direction, conduct regular evaluations; Ensure that payroll is submitted in a timely manner.
- Ensure adequate staffing levels for member services locations and positions
- Coordinate the day-to-day operations of all three Student Association Front Offices (Casa Loma, Ryerson, and St James) to ensure that the offices are open and operational during regular office hours and ensure the operation is staffed at approved levels.
- Ensure that the Student Association Front Office resources and referral materials are maintained and up-to-date for all Student Association Front Offices.
- Liaising directly with the Student Association's health and dental plan consulting staff, as well as the insurance carrier
- Handling and maintaining confidential student information

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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- Overseeing enrolment status inquiries, in consultation with the staff and administration of George Brown College
- Overseeing the adjudication of individual claims appeals, in conference with consultant and carrier representatives
- Maintaining up-to-date knowledge about the health and dental plans, information and processes
- Troubleshooting health care benefits scenarios by utilising plan information
- Following all guidelines and procedures as outlined by the Student Association
- Providing Student Association leadership and staff with an analysis of programme effectiveness
- Assisting in the development and improvement of communications and outreach strategies with full-time students at all three campuses of George Brown College
- Developing a cost/benefit analysis and strategy for the implementation of plan delivery improvements
- All practical and administrative tasks associated with the administration of the Student Association's health and dental benefits plans
- Other duties as assigned

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the Student Association Staff, Student Executives and Board members
- ✓ Monitor all direct reports and enforce Student Association Policies & Procedures
- ✓ Monitor and track attendance (vacation, sick & lieu time) for all direct reports and ensure that all staff report for work on time and receive regular performance appraisals
- ✓ Create strong working relations with the College Administration and Insurance Carriers (Student Wellness Program provider)
- ✓ Improve the level of administration, monitoring and record keeping for Student Association student member services
- ✓ Reduce the existing communication gaps between the Student Association and the college as it relates to institutional concerns student services
- ✓ Ensure all relevant Policies & Procedures are up to date and are being adhered to
- ✓ Readily available and supportive to all relevant Student Association BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders)
- ✓ In conjunction with the General Manager, train, support, advise and assist the Member Services staff to provide exceptional 'one stop' information services to the students of George Brown
- ✓ Regularly ensure that the Student Health Care Plan is the best alternative at the best price
- ✓ Minimal student complaints about front desk service and information

**Qualifications:**

- Progressive supervisory experience required to manage both full time and part time staff, ensure adherence to Policies & Procedures, conduct performance evaluations and establish & implement best practices
- A post-secondary degree, diploma or equivalent is required.

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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- Previous experience in health benefits administration is required
- An outgoing, positive and friendly personality.
- Excellent communication skills, both written and oral.
- Excellent organization and project management skills.
- The ability to work in a team environment, take initiative and work independently.
- The ability to multitask.
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.
- Proficiency in computer use, including MicroSoft Word, Excel, Outlook, and PowerPoint.

**Additional Information:**

***Mission Statement***

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APPENDIX R

**Senior Coordinator, Student Life**

**Position Overview:**

Reports To: Manager, Equity & Campus Services

Oversight:

The primary purpose of this position is to steward the development and delivery of an annual calendar of events that attracts, and serves the needs of, GBC's diverse student body.

You are responsible for the day-to-day coordination of the Events program, including the delivery of events; the scheduling of, and delegation of tasks to all Events staff; the tracking and reporting of all events-related performance data as well as the marketing and promotion of all scheduled events. You will also help develop an Events training and professional development program (e.g. event management, event promotion, event security, dealing with diversity, etc).

Responsible for Pubs, Orientation and special events such as the Boat Cruise, you will manage all full and part time staff, ensure proper security is present at all events and coordinate all relevant licenses, approvals and permits with the appropriate parties.

Additionally, you will oversee and support the Clubs program within the Student Association, providing support, structure and guidance to recognized groups, including the management of budget requests and fund distribution to support the clubs.

**General Responsibilities Include, but are not limited to:**

- Participate in Events Committee meetings and in event activities when supervision is required.
- Handle all logistical requirements for events, such as equipment rentals and catering, booking performers and entertainment; organization, set up and tear down of events (including clean up); Plan all event marketing and promotion.
- Manage the Outreach Team members at various Events

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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- Supervise all SA Clubs to ensure adherence to all SA Policies & Procedures and to coordinate, guide and assist them with their own events
- Assist with the marketing of SA services through the coordination of events with the Sales coordinator
- Develop close working relationships with all SA departments in order to facilitate the timing, scheduling and hosting of various events so as to maximize the cost / benefit of each event for the SA
- Lead and train events staff team, and handle enquiries or concerns by the team.
- Set the weekly events staffing schedule and compile the events staff team payroll.
- Abide by all applicable laws and codes e.g. copyright laws, capacity limits, etc.
- Oversee all Pub and Orientation events, Liaise with College Security to ensure proper and effective communication and cooperation for successful SA Events
- Ensure that all College and Student Association regulations, Policies & Procedures are being followed at all times
- In conjunction with the Manager, Equity & Campus Services, train, support, advise and assist the student Board of Directors and Executive team.
- Work closely with all Board members, particularly the Executive, throughout the year, both formally and informally, to enable them to meet their goals
- Attend Board and sub-Committee meetings as required to present formal and informal reports, advise, answer questions and receive organizational direction.
- As required, create and oversee the outreach program of student volunteers (paid or unpaid) to support, market and advertise Student Association events, campaigns or services
- Other duties as assigned

**Performance Measurables:**

- ✓ Maintain exceptional attendance and regular hours of work
- ✓ Establish and maintain a positive, professional and interactive working relationship with the SA Staff, Student Executives and Board members
- ✓ Monitor all direct reports and enforce SA Policies & Procedures
- ✓ Monitor and track attendance (vacation, sick & lieu time) for all direct reports and ensure that all staff report for work on time and receive regular performance appraisals
- ✓ Improve communication between the SA and the college as it relates to institutional concerns over the planning, safety and security for pubs and events
- ✓ Ensure Events calendar is created and communicated in advance and all events are conducted as scheduled
- ✓ Promotion and marketing material for Clubs, Events and pubs are accurate, provided in advance and circulated / posted in an effective manner
- ✓ Improved attendance / revenue from Pub nights
- ✓ Provide balanced schedule of Events for GBC students at all campuses
- ✓ Readily available and supportive to all relevant SA BoD committees as an effective resource person (attends meetings, provides accurate & relevant data, provides mentorship to student leaders)
- ✓ In conjunction with the Manager, Equity & Campus Services, train, support, advise and assist the student Board of Directors and Executive team.

**Human Resources – Proposed Agenda**  
**Student Association of George Brown College**  
**Wednesday, July 21, 2010 @ 5:30 pm - 8:30 pm**  
**Casa Loma – Board Room.**

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- ✓ Work closely with all Board members, particularly the Executive, throughout the year, both formally and informally, to enable them to meet their goals
- ✓ Attend Board and sub-Committee meetings as required to present formal and informal reports, advise, answer questions and receive organizational direction.

**Qualifications:**

- Previous experience in the Student Association area is an asset
- A post-secondary degree, diploma or equivalent is required
- Experience with running bars, pubs or other licensed alcoholic events
- Previous experience in event planning
- Proven success in sales and fundraising.
- The ability to multitask and a high-level of attention to detail.
- An outgoing, positive and friendly personality.
- Strong knowledge of MS Office applications and a high-level of computer proficiency.
- Excellent oral and written communication skills.
- Solid team player with experience in committee-based work, but able to work independently.
- Able to work at all three campuses and on the occasional evening or weekend – flexible hours are required
- A valid Ontario Driver's License is preferred.

**Additional Information:**

***Mission Statement***

We are the Students of George Brown College, committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

APPENDIX S

SEE ATTACHMENT – FULL TIME HR MANUAL

APPENDIX T

SEE ATTACHMENT – PART TIME HR MANUAL

APPENDIX U

SEE ATTACHMENT – STAFF WAGE BANDS