

# POSITION DESCRIPTION

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<b>POSITION TITLE:</b>	Vice President: Student Services Waterloo
<b>REPORTS TO:</b>	President & CEO
<b>SALARY RANGE:</b>	Starting at \$18,000
<b>OFFICE LOCATION:</b>	Waterloo
<b>EDUCATION:</b>	Pursuing or completed a post-secondary degree at WLU in 2020 or 2021
<b>QUALIFICATIONS:</b>	Experience in the field you are applying to is an asset

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## **SUMMARY:**

The Vice President: Student Services Waterloo supports all student-focused functions for the students of Wilfrid Laurier University on the Waterloo Campus. The goal of the Student Services Waterloo department is to take a holistic approach by integrating the initiatives of student services and focusing on enhancing the overall undergraduate student experience on the Waterloo campus. You will work in collaboration with the Waterloo-based Student Executives to ensure all goals for the department are met. Reporting to the President & CEO, you will be focused on achieving the goals of the Student Services department of the Wilfrid Laurier University Students' Union on the Waterloo campus. You will need to be results driven with function knowledge of the role, the ability to think critically, as well as have strong leadership skills in order for the following to be achieved.

## **JOB SPECIFIC DUTIES:**

Recognizing that the function of Vice President encompasses a broad and wide variety of roles and responsibilities, it is important to note that not all functions are contained within this definition, and the position itself should be ever changing and adaptive to best meet the needs of the Students' Union. Specific roles and responsibilities allocated to you include, but are not limited to, the following:

- Operate in accordance with the Vision, Mission, and Guiding Principles, by-laws and policies of the Wilfrid Laurier University Students' Union;
- Prepare, or assist with, Board of Director monitoring reports, as required and relevant to the department, illustrating compliance through evidence-based reporting;
- Attend Board meetings as requested by the President & CEO;
- Follow all Health & Safety policies and procedures as outlined by the Students' Union and the Occupational Health and Safety Act of Ontario;
- Ensure all individuals within the Student Services Waterloo department are adhering to Occupational Health & Safety standards;
- Remain knowledgeable of all applicable department and human resources policies and procedures of the Students' Union;
- Remain well versed in Student Services policies, procedures and risk management requirements to ensure best practices;
- Develop, promote, assess and adhere to Student Services best practices, and to agreed systems and procedures across all levels of the Students' Union;
- Aid in the continued development, review and maintenance of all Student Services policies, procedures, services and activities, ensuring best practices and risk management requirements are achieved;
- Develop departmental goals and objectives for both short- and long-term by assessing student needs, examining program resources and capabilities, and preparing recommendations for long-term initiatives and undertakings;

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- Continuously evaluate, maintain and enhance the Student Services strategies and experience by recommending potential new initiatives and functions of the Student Services department through student needs analysis using an evidence-based approach;
- Maintain and modify where appropriate, a Student Services department procedural manual, and any related committee manuals;
- Ensures equitable student representation on University committees and input on University initiatives for issues pertaining to the Student Services Waterloo department, as delegated by the President & CEO;
- In collaboration with the Finance & Administration department, participate in annual budgetary planning, create a department operating budget, and stay within budgetary restrictions;
- Ensure all Student Services Waterloo department reimbursements and invoices are processed and completed within a timely manner;
- Ensure that all Student Services department staff and volunteers adhere to the submitted and approved operating budgets;
- Assess the financial performance of all Student Services department functions;
- Ensure all Students' Union assets (property and resources) used by the Student Services department are properly handled and maintained;
- Hire, and directly manage, an Associate Vice President who will aid in the daily operation of the department and directly oversee the following committees: Activities Team, First Year Project, Orientation Team, and Shinerama;
- Aid in the hiring of all coordinators within the Student Services department;
- Oversee and advise all Student Services Waterloo staff within the Student Services department, and ensure they fulfill the requirements of their roles, including paid (Associate Vice President) and unpaid (coordinators, executive, and general-level volunteers) from the following committees: EcoHawks, Emergency Response Team, Food Bank, Foot Patrol and Peer Connect;
- Oversee all performance evaluations and formal disciplinary processes for all personnel within the Student Services Waterloo department, in collaboration with Human Resources;
- Establish a strategy for marketing and promotion for the Student Services department, acting as a liaison between the Marketing department and the Student Services department;
- Attend a minimum of one general meeting per service committee, per semester;
- Act as a consultant and support for comprehensive campus activities, campaigns, programming, and student services experience within the Students' Union;
- Assist where needed in facilitating all volunteer appreciation events in collaboration with the Vice President: Finance & Administration;
- Oversee the operation of the Emergency Response Team in collaboration with the Special Constables Services;
- Oversee the operation of the Foot Patrol Waterloo van program in collaboration with the Programming & Promotions Manager;
- Build and maintain constructive relationships with internal and external parties to support the goals of the Student Services department;
- Ensure open and honest communication between all Students' Union departments, business operations and staff;
- Continuously work in collaboration and consultation with the Director, Student Experience, and relevant full-time support staff when required;

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- Hold regular departmental-wide meetings including Associate Vice President, coordinators and relevant full-time support staff;
- Meet regularly with President & CEO and Management Team; and
- Any other duties as assigned by the President & CEO.

## **TIME COMMITMENT:**

The Vice President term begins on Nov 8 and concludes on April 30 the following year. Full-time, contract position, with the expectation to work 40-44hrs per week;

- Core hours are 8:30am-4:30pm, Monday to Friday, however hours may vary depending on time of year and project needs, and therefore evening and weekend hours are to be expected; and
- Work will mainly be completed seated at a desk, using a computer.

## **COMMITTEE MEMBERSHIP:**

- Management Team;
- Student Executive;
- Orientation Week Steering Committee;
- Ex-officio status on any committee within the Student Services department; and
- Any committee as requested or appointed to by the President & CEO.