



Date Submitted: February 2, 2024
Reason for Submission: (Check One)
Update
Re-evaluation of Position
New Position, Initial Evaluation

POSITION DESCRIPTION

Position Title: Coordinator, Student Organizations
Department: Student Services
Position Status: Active
Employment Type: Full-time

POSITION SUMMARY (Overview and Purpose)

The Coordinator, Student Organizations (CSO) is primarily responsible for the administrative and organizational requirements of Students' Union (SU) registered clubs and reports to the Director, Student Services (DSS). The CSO is a resource provided to students by the SU. As such, the incumbent is responsible for identifying issues and taking appropriate action to ensure that clubs are supported efficiently. At the same time, the CSO is expected to advise the VP Internal on club issues based on their position as primary point of contact between clubs and the SU.

KEY RESPONSIBILITIES

- Provide administrative support to the Programs and Services Committee (PS) by planning agendas related to club funding, taking minutes, communicating, and instituting committee decisions, processing relevant funding decisions, and tracking related budgets and payments.
- Assist new and existing clubs with general administration related to updating and maintaining ClubHub (the SU's online community management system), collecting current club information, producing required documentation, and reporting, liaising with other university departments and outside organizations, distributing club mail, approving and processing relevant funding requests, and tracking related budgets and payments.
- Provide information and advice on club and SU operational and governance procedures to various groups and individuals including current and prospective clubs, the Programs and Services Committee, and the VP Internal.
- Administer club room bookings in the MacEwan Building, including processing of booking requests via Opera, ensuring that clubs are aware of and adhere to all relevant regulations,

processing all complaints regarding club room bookings, and liaising with the MacEwan Conference & Events Centre.

- Maintain risk management and insurance procedures related to on and off-campus club events (e.g., communicates SU policy, creates and collects waivers, requests and collects Certificates of Insurance, and liaises with external insurance providers and relevant SU staff as required).
- Manages the recruitment, hiring, training, supervision, and evaluation of the Student Organizations Assistant.
- Coordinate and develop initiatives relating to best practices in governance and organizational transition for clubs as required, including the creation and promotion of relevant materials and events, frontline support in conflicts related to governance and constitutional non-compliance issues, and advising the PS Committee on governance issues and policy.
- Plan and coordinate club programs and events such as Clubs Week (fall and winter), ClubHub 101 and 201 (fall and winter), and the Club Awards event.
- Maintain all club communications such as annual updating of the online Clubs Manual, weekly newsletters, pamphlets, and website, and ensuring that any SU policies and operational guidelines that impact clubs are disseminated in a timely fashion.
- Maintain and meet club space requirements (workrooms, lockers, and all other areas of the East and West Clubs Areas), including advising the PS Committee on club space processes and procedures, ensuring club access to space, and resolving all issues related to club space.
- Coordinate and administer the disbursement, collection and publishing of information related to annual reporting requirements for clubs.
- Coordinate and administer the Eric Lahoda Memorial SU Clubs Scholarships and Club Awards, including assisting the PS Committee with candidate vetting.
- Assist the DSS with the Executive orientation and other duties as required.

RECOMMENDATIONS, DECISIONS AND AUTONOMY OF ACTION

The CSO typically formulates advice and recommendations to the Vice President, Internal and to the PS Committee based on administrative expertise, knowledge of club activities and history, and understanding of the governing documents that guide the mandate and authority of the PS Committee. Problems generally have several options within well-defined parameters (i.e., established policy, practice, precedent, etc.). As the CSO is the primary point of contact between clubs and the Students' Union, they are expected to be proactive in identifying and assessing potential issues and problems that could emerge between or among these groups. However, new or emerging issues are referred to the Director, Student Services (DSS) for assistance with interpretation and advice before a course of action is formulated and implemented.

The CSO typically works with minimal supervision on general work assignments that utilize established methods, standard practices and/or well-defined precedents. Day-to-day work requires independent judgment in handling a variety of problems and situations. Judgment is mainly operational, in that choices are generally made as to what and how the operations are completed. Reasoning is required to select a practical course of action. The position may also influence approaches related to new operational issues utilizing experience, creativity, and independent judgment.

Situations that impact customer service, are of a politically sensitive nature, or have potential to attract media or community attention are referred to the DSS.

INFLUENCE – INTERNAL/EXTERNAL

Internal Contacts: VP Internal, Communications (posters, promotional materials), Conference & Events (liaise regarding club bookings and events), Accounting (process and track club funding), IT (website), Stor (popcorn machine and purchasing club pop), Facilities (club space maintenance and keys), Policy Analyst (club bylaws and procedures), Student Support Assistant (club mail, front line for info requests, administrative support).

External Contacts: University Conference, Accommodations and Events (campus wide club bookings), Alumni Association (events), Kinesiology Client Services/Active Living (gym bookings), Haskayne School of Business (business clubs), Schulich School of Engineering (engineering clubs), Centre of Career & Personal Development (club professional development), Marsh (club insurance), University Risk Management (club risk management), Anthology (Club Hub oversight).

WORKING CONDITIONS

The CSO works in a satellite, high-traffic office environment and is subject to a high degree of interaction with club members along with frequent interruptions to administrative work.

REQUIRED COMPETENCIES

- Strong administrative and technical proficiency to support the daily transactional requirements of clubs, and to manage records, budgets, meetings, and minutes/policies related to the Clubs Committee.
- Exceptional time management and multi-tasking skills to meet daily work deadlines, ongoing club program commitments, and emerging priorities.
- Well-developed written and verbal communication skills to ensure self and others have a clear understanding of plans, activities, issues and other relevant information, and to ensure information is shared in an effective and collaborative manner.
- Demonstrated influencing and mentorship skills to assist elected officials and student staff in achieving positive outcomes.

- Superior interpersonal skills to interact positively and professionally with students from diverse backgrounds as well as members of the SU, University, and external community.

EDUCATION AND EXPERIENCE

Minimum Requirements: A university degree or a diploma in a related field with 1-2 years of relevant experience. An equivalent combination of education and experience would be considered.

Previous experience working within a post-secondary educational environment is preferred. A background working with community boards or student groups, as well as project/event planning, or administrative experience would be an asset.