**Department of Human Resources**

**Exempt Job Description**

**Job Title:** Manager, Campus Payment and Information Centre

**Job Number:** X-404 | VIP: 1681

**Band:** EXEMPT - 6

**NOC:** 0421

**Department:** Campus Payment and Information Centre

**Supervisor Title:** Executive Director, Food and Retail Services

**Last Reviewed:** November 4, 2021

**Job Purpose**

Reporting to the Executive Director, Food and Retail Services, the Manager, Campus Payment and Information Centre provides primary leadership and oversees all aspects of the Campus Payment and Information Centre and the TrentU Card Office, anchored by expansive guiding principles of:

* Putting students first,
* Providing exceptional service,
* To be a campus leader in student experience excellence
* To have fun and make students feel welcome, comfortable and self-reliant

The Manager, Campus Payment and Information Centre is responsible for the operational planning, daily management and the strategic direction of both the Campus Payment and Information Centre and the TrentU Card Program. The primary function is to ensure that the Campus Payment and Information Centredevelops into a comprehensive centre for the entire Trent Community, providing support for all Campus Payments and managing the campus-wide e-commerce platform, in a developmental and student-centred manner that contributes positively to the entire Trent community.

The Manager, Campus Payment and Information Centre is responsible for the development of a 5-year implementation and operating plan for the Campus Payment and Information Centre and the expansion of added services. This position manages a transactional budget of over $7 million and oversees staff and students in both the Campus Payment and Information Centre and the TrentU Card Office. The Manager directly supervises 1 exempt staff and indirectly supervises 2-3 student employees.

The incumbent will work with numerous campus partners to collate answers to the most common questions that students have and assemble these into a database that can be used by front line staff at service points across campus, for example Housing Service Centres, College offices and Security, and Human Resources.

The incumbent will assemble and maintain a current list of support services that will be used by front line service providers across campus.

**Key Activities**

**Planning & Leadership**

1. Responsible for the planning and implementation of the Campus Payment and Information Centre*,* including budget management, personnel, planning, safety initiatives, programming and assessment. This includes working collaboratively with a variety of departments, across all campuses, including Student Affairs departments, Colleges, Security, Registrar’s Office, Parking, Housing, Print and Post, Finance, Human Resources, and external university service providers.
2. Implement and then manage a fully integrated enterprise e-commerce platform that will be used for most online commerce across campus, seamlessly integrating all payment methods for students; student account, Trent Card, Debit/Credit, wire and e-transfers, international payments and refunds, with annual transaction value of approximately $65 million.
3. Develop unit goals and rolling 5-year unit operating plans that align with our guiding principles and institutional strategic plans, priorities, and missions. Facilitate the creation of unit policies and procedures. Monitor activities of the Campus Payments and Information Centre and TrentU Card personnel and students in carrying out plan initiatives.
4. Collaborate with Trent departments on ways to improve access to programming, supports, and services for students and the Trent Community.
5. Create unit budgets that accurately forecasts all revenue and expenses within established departmental guidelines to fund the operation of the unit. Develop proposals for multiple year strategic budgets for the unit to align with long-term plans.
6. Monitor budget through monthly reports and address any variances with the Finance Office. Adjust operating needs based on expenditure trends.
7. Develop and manage the Campus Payment and Information Centre strategy for supporting students and the entire Trent Community in a way that provides exemplary service and delivers an outstanding experience for all.
8. Provides leadership and direct supervision to direct reports, including recruiting, selection, training, mentoring/coaching, goal-setting/workflow management, and ongoing performance management and evaluation.
9. Represent department on a variety of institutional, provincial and national committees and working groups.
10. Creates and leads the approach to loyalty, recognition and engagement in the consumer’s journey, deepening relationships with partners, building engagement and encouraging advocacy.

**Operations Management**

1. Oversees the management of the TrentU Card Program and the Campus Payment and Information Centre including communication, marketing, budgeting, vendor management and service levels.
2. Develops and manages department-wide policies and procedures for administrative and financial processes that are consistent with institutional practices and legal requirements including FIPPA and PCI. Ensure records retention and reporting processes are in place and effective.
3. Performs market analysis and monitors evolving trends by referencing networks, trade associations, events etc.
4. Manages the administrative business functions of the department to ensure that efficient and streamlined operations are in place.
5. Explores and expands new services and market segments to increase program usage and revenue for the TrentU Card program and the Campus Payment and Information Centre*;* takes an entrepreneurial /visionary approach to development and expansion.

**Marketing and Communication**

1. Develop and implement the brand strategy for the Campus Payment and Information Centre.
2. Strategically align the Campus Payment and Information Centre with other University departmental needs in order to better serve the Trent Community in a single location or on a single platform.
3. Oversees the development of work flows that identify points of contact to provide online assistance and direction to students, staff and faculty.
4. Collaborate with campus partners and student governments to address service concerns and to promote the “one-stop shop” experience for our students, staff and faculty.

**Human Resources**

1. Directly hire, train and supervise Administrator, TrentU Card Program*.* Directly and indirectly supervise 4 – 6 student employees.
2. Ensure all of the staff and student staff are cross trained on all platforms between the TrentU Card Office and the Campus Payment and Information Centre.
3. Create an effective team with clear roles, responsibilities, tangible goals and a focus on customer service excellence.
4. Oversee and manage the work of employees, providing strategic and tactical advice, guidance, and coaching.
5. Establish procedures pertaining to the hiring, training, and supervision of student employees. Ensure supervisory practices are consistent with institutional practices and legal requirements.
6. Provide initial training and on-going coaching and guidance to Administrator, TrentU Card Program*.*
7. As needed, act as Executive Director, Food and Retail Services in their absence.

**University and Community Partnerships**

1. Manage the relationship between Trent University and the provider of the One-Card solution and the e-commerce platform.
2. Foster relationships with the various Trent Community members to provide options for service delivery both at the Service and Information Centre and using the online e-commerce platform
3. Collaborate with other student services and other departments as appropriate to ensure appropriate support of service delivery.
4. Support department’s transactional processes by providing them with effective, efficient and convenient options for conducting business on campus.

**Education**

Honours University Degree required. Professional certification in an Ancillary Services field is required. A graduate degree is preferred.

**Experience Required**

1. At least 6 years full-time professional related commerce experience in a postsecondary environment.
2. A minimum of two years supervisory experience in an environment that includes both high functioning profession staff and student employees.
3. Business or entrepreneurial experience; analysis of business systems, marketing and sales is required.
4. Strong customer service and team building orientation
5. Demonstrated experience in supporting students, anticipating their needs and provide appropriate referrals and follow-up.
6. High level of understanding of fundamentals of relational databases, high level of comfort with computer hardware and software programs.
7. Experience developing and managing operating budgets.
8. Demonstrated ability to interpret a variety of university and departmental procedures, policies, and practices in decision making.
9. Demonstrated commitment to and understanding of diversity, equity, and accessibility issues with respect to post-secondary students.
10. Proven ability to organize and handle a variety of projects, deadlines, and schedules simultaneously and independently.

**Skills Required**

1. Strategic planning skills and the ability to conceptualize and propose new initiatives.
2. Ability to identify opportunities to enhance the student experience by providing exceptional customer service
3. Excellent interpersonal skills and written/spoken communication skills, including marketing, meeting management, and stakeholder engagement.
4. Strong judgment, analytical and problem-solving skills.
5. Innovative, flexible, quick learner with the ability to adapt to change and work with ambiguity.
6. High degree of enthusiasm and organization.
7. Ability to maintain confidentiality.
8. Demonstrated ability to motivate and engage a campus community around promoting and participating in a holistic approach service centre for the Trent Community.
9. Working knowledge of the Microsoft Office Suite and other University platforms and management systems.
10. Ontario drivers G class driver’s license with access to a vehicle to be able to attend events, meetings, and respond to events in Peterborough and Durham.

**Analytical Reasoning**

Incumbent is required to work in an environment that has yet to be developed. Analytical work on how the Campus Payment and Information Centre will best serve the students and the broader Trent Community requires very complex analysis and highly developed reasoning skills to solve a broad range of diverse and complex problems/issues. Situations are broad in scope and lack standard practice to resolve, thus requiring the recognition, analysis and creative definition of practical solutions. Logical and critical thinking is often required to define problems, develop alternatives, propose, plan and implement solutions.

**Decision Making**

The Manager, Campus Payment and Information Centre is required to make complex decisions with little input from others and minimal supervision. The Manager, Campus Payment and Information Centre is required to collaborate with university department and may have to negotiate with colleagues and stakeholders to properly define an analysis where experience, discretion and judgement are required.

Example:

When implementing the “one-stop-shop” experience at the Centre and the e-commerce platform, the Manager, Campus Payment and Information Centre will need to make decisions about the proper implementation plan, how the services will be delivered, how it will impact and benefit each department and the best method of service delivery for all.

The Manager, Campus Payment and Information Centre is responsible for deciding how to best implement and execute the e-commerce platform, how best to involve other departments and decide which services have the biggest impact on our students first.

**Impact**

TrentU Card Program

* Operates as an ancillary budget. Any errors in judgement or mishandling of funds will result in a direct loss for the University and a direct loss to students paying fees. University operating money does not offset this budget
* Errors have a significant impact on student life and extends to other departments. Errors could cause interruption of services including access to residences/labs/offices, access to residential dining plans, access to service areas such as athletics, health services, counselling services, library services

Campus Payment and Information Centre

* Impact on the organization is significant and long term. The e-commerce platform is the primary option for all online sales for the University including donations, events and retail sales.

**Responsibility for Work of Others**

Direct Responsibility

* Administrator, TrentU Card Program

Indirect Responsibility

* 2-4 Student Employees
* 30 Off Campus Partners

**Communications**

Internal:

* Executive Director, Food and Retail Services
* Information Technology
* Security
* Access Control
* Housing
* Colleges
* Finance
* Parking
* Human Resources (Flexible Benefits)
* Trent Central Student Association
* Durham Campus

External:

* Peterborough Transit
* Off-Campus Partners
* One-Card Provider
* E-Commerce Platform Provider
* Downtown Business Association
* NACAS – Committees
* NACCU

**Motor Sensory Skills**

* Required computer skills for software and administrative duties
* Active listening
* Web and Market development, financial analysis
* Conflict resolution

**Effort**

Mental:

* Ability to move from one task to another rapidly and accurately
* Job is fast-paced, demanding and multi-layered
* Deadline driven
* Substantial mental effort required to maintain focus on several integrated systems and to gauge impact of changes to one factor on multiple other factors
* High level of responsiveness to a wide range of issues e.g. access, hardware issues, software issues
* Ability to develop budgets with accurate forecasting and then to manage

Physical:

* Varying hours of work required, including some evenings and several weekends

**Working Conditions**

Physical:

* Work is in multiple locations and all campuses
* Work is off-campus with a variety of off-campus partners

Psychological:

* Time pressures: Dealing with constant deadlines that fluctuate. Dealing with customers and their “emergencies”
* Lack of control over workload
* Multiple competing deadlines
* When off-site or on vacation, the Manager, Campus Payment and Information Centre is expected to remain available by phone or email to provide support to any and all partners including off-campus partners.