

Roles and Responsibilities of TKUSA Staff

Policy Type

Board Governance Policy

Purpose

To clearly outline roles and responsibilities for all those hired by TKUSA to manage the operations of the Association.

Definitions

The **Board**, or the **Executives**, refers to the Executive Board as that consists of the President, VP Internal, VP External, and VP Student Services.

A **Chief Returning Officer (“CRO”)** is a position held by the Executive Director, that overlooks and manages the annual Executive Board and General Council Director elections by ensuring that the election policies and procedures are adhered to.

The **Deputy Returning Officer (“DRO”)** is a position, determined by the Executive Director, to support the running of the election each year.

The **LEVEL** or **Level** is an on-campus space leased to TKUSA by the university for student use.

The **Level Coffeehouse** is a coffeehouse, operated and managed by TKUSA and associated hired staff members.

Policy Statement

1. Roles and Responsibilities of the Executive Director

- 1.1. Act as an advisor to the Board.
- 1.2. Ensure that TKUSA is effectively operating both in the short and long term and must also assist the Board each year in operationalizing its Strategic Plan.
- 1.3. Act as Chief Returning Officer (“CRO”) for all TKUSA elections.
- 1.4. Coordinate with University facilities to manage the bookings at the Level and support all bookings for the clubs and student groups.
- 1.5. Develop and maintain an effective records management system.
- 1.6. Renew TKUSA's legal status, business license, Worker's Compensation Board and insurance, annually.
- 1.7. Act as a signing authority on all TKUSA accounts.
- 1.8. Oversee all distribution, processing and tracking of the balance of payments for TKUSA.
- 1.9. Supervise TKUSA's bookkeeper to maintain accurate records of all financial transactions.
- 1.10. Arrange and coordinate all bank-related activities, including the transfer of signing authorities, setup, and maintenance of accounts, and more.
- 1.11. The Executive Director must work closely with the Level Manager and Level Assistant Manager to ensure financial continuity.
- 1.12. The Executive Director must manage and record financial statements that pertain to the appropriate use of the TKUSA Credit Card(s) for approved expenses.
- 1.13. Organize and facilitate a Strategic Planning retreat each year no later than the beginning of the fall semester.
- 1.14. Coordinate with Student Life to contribute to, and participate in, and potential student leadership opportunities for the executives and directors.
- 1.15. Support the Executives in their operational roles and advise when needed.
- 1.16. Recruit, interview, hire, and onboard all TKUSA staff, which includes but is not limited to the collection of relevant tax forms, employment contracts, and payroll information, and ensuring that all employees are set up on the payroll system, set up with keys as required, and are provided name tags or aprons as required.
- 1.17. Support the onboarding of new Executives and Directors each year through training materials and orientation sessions.

- 1.18. Work with the University's facilities department to ensure the effective management of all TKUSA's allocated office and coffeehouse spaces.
 - 1.19. Work closely with the Board to ensure short and long-term continuity within TKUSA.
 - 1.20. Supervise all TKUSA employees.
 - 1.21. Maintain the following positions on these committees:
 - 1.21.1. Secretary and Advisor (ex-officio/ non-voting) on Executive Board.
 - 1.21.2. Secretary and Advisor (ex-officio/ non-voting) on General Council.
 - 1.21.3. Chair weekly Staff meetings.
 - 1.21.4. Chair Budget Steering Committee, as required.
 - 1.21.5. Chair Policy and Procedure Committee, as required.
 - 1.21.6. Chair weekly Level Coffeehouse meetings
2. Roles and Responsibilities of the Administrative Assistant
 - 2.1. Assist the Executive Director with records management, filing and general office duties.
 - 2.2. Respond to student inquiries regarding student services.
 - 2.3. Complete monthly reconciliations of the bank statements.
 - 2.4. Work with the VP Student Services to support students with accessing their health care.
 - 2.5. Process applications for Clubs and help support Club inquiries alongside the VP Student Services.
 - 2.6. Support the VP Internal with updates to TKUSA's policies and procedures.
 - 2.7. Assist with preparing for all TKUSA's elections.
 - 2.8. Assist with TKUSA's Annual General Meeting, General Council, and Executive Board meetings.
 - 2.9. Support the work of the Marketing Coordinator as needed.
 - 2.10. Support Board members in preparing relevant materials and communications.
 - 2.11. Prepare the TKUSA newsletter, in collaboration with the Marketing Coordinator.
 - 2.12. Support the work of the Executive Director as needed.
 3. Roles and Responsibilities of the Marketing Coordinator
 - 3.1. Develop content aligning with TKUSA's marketing and communications plan.
 - 3.2. Prepare the TKUSA newsletter, in collaboration with the Administrative Assistant.
 - 3.3. Update TKUSA's website as needed.
 - 3.4. Prepare relevant TKUSA social media content in consultation with Executives, and schedule social media posts each month.
 - 3.5. Assist with promotions and contests throughout the year.
 - 3.6. Support the work of the Administrative Assistant as needed.
 - 3.7. Coordinate social media with Student Life, Athletics, and The King's University marketing teams.
 - 3.8. Produce promotional materials and slides for The Level TV and send to Student Life, Residence and Marketing.
 - 3.9. Work with the Executive Director and the VP Student Services to establish a university-wide events calendar at the start of each year.
 4. Roles and Responsibilities of The Level Manager
 - 4.1. Ensure that the LEVEL runs properly and efficiently.
 - 4.2. Manage the LEVEL budget to ensure the ongoing viability of the coffeehouse.
 - 4.3. Schedule LEVEL barista shifts and ensure that they are within the wage budget.
 - 4.4. Hold regular staff meetings and maintain communications with staff.
 - 4.5. Develop and evaluate Level Coffeehouse specials and marketing strategies, in collaboration with the Executive Director and Board.
 - 4.6. Submit expenses for reimbursement to the Executive Director.
 - 4.7. Ensure the cash-out is balanced before every deposit.
 - 4.8. Send monthly sales reports to the Executive Director.
 - 4.9. Work with the Assistant Manager to ensure that the inventory is well controlled.
 - 4.10. Assist the Executive Director with the recruitment, hiring and training all new staff to the LEVEL.

- 4.11. Report to the Executive Director and present a monthly report to the General Council.
- 4.12. Supervise all staff of the LEVEL and ensure training, ongoing performance, and planning of team building activities.

5. Roles and Responsibilities of the Level Assistant Manager

- 5.1. Manage Level inventory supplies and establish systems for the ordering of supplies in a timely manner.
- 5.2. Research and evaluate vendors, suppliers, and costs.
- 5.3. Work with the Level Manager to determine pricing, menu, and ordering cycle.
- 5.4. Ensure that all vendor invoices and reimbursements are sent to the Executive Director for payment.
- 5.5. Provide a quarterly review of inventory and supplies for General Council.
- 5.6. Assist in the preparation of a monthly report to General Council.
- 5.7. Pick up extra supplies for the LEVEL as required.
- 5.8. Coordinate the washing and drying of TKUSA linens.
- 5.9. Report on inventory controls and work closely with the Level Manager on budget.
- 5.10. Assist the LEVEL Manager when needed, as determined by the LEVEL Manager.

6. Roles and Responsibilities of the LEVEL Baristas

- 6.1. The LEVEL baristas must perform barista duties as laid out in The Level Barista Handbook (Appendix A) provided at barista orientation.

Fact Sheet

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Sources: