# **Operating Policy - Central Support Services**

1. Purpose
   1. The purpose of the Central Support Services is to provide support for McMaster Students Union (MSU) services and operations.
2. Operating Parameters
   1. The Central Support Services shall:
      1. Handle all business transactions of the MSU through the Accounting Office;
      2. Handle all Information Systems (IT) issues through the Network Administrator;
      3. Be responsible for devising and implementing new and more efficient methods of conducting business;
      4. Be responsible for employment matters, including but not limited to: job postings, employment and payroll packages, reviewing part time and volunteer job descriptions, and training in conjunction with the applicable department;
      5. Be responsible for implementing new technologies to promote a high standard of controls within the MSU. This policy shall apply to all Food & Beverage related services, in conjunction with Operating Policy – Services, and each operation’s individual operating policy;
      6. Hours of Operation shall be set by the appropriate board in consultation with the department manager and General Manager based on the needs of the service;
      7. The Central Support Services, in whole or in part, of the McMaster Students Union shall include, but not be limited to, the following:
         1. Accounting;
         2. Administration;
         3. Network.
3. Personnel Structure
   1. The Central Support Services personnel shall consist of:
      1. The General Manager, hired by and responsible to the Board of Directors;
      2. The Director of Finance, hired by and responsible to the Board of Directors through the General Manager;
      3. Accounts Receivable & Cash Management Supervisor, hired by and responsible to the Board of Directors through the Comptroller;
      4. Accounts Payable & Payroll Supervisor, hired by and responsible to the Board of Directors through the Director of Finance;
      5. Network Administrator, hired by and responsible to the Board of Directors through the General Manager;
      6. Human Resources Generalist and Clubs Support, hired by and responsible to the Board of Directors through the General Manager;
      7. Administrative Services Coordinator, hired by and responsible to the Board of Directors through the General Manager;
      8. Executive Assistant(s), hired by and responsible to the Board of Directors through the General Manager;
      9. Accounting Clerks, hired by and responsible to the Director of Finance through the Accounts Receivable and Cash Management Supervisor and the Accounts Payables and Payroll Supervisor;
      10. Office Clerks, hired by and responsible to the Human Resources Generalist;
4. General Manager
   1. The General Manager shall:
      1. Assist the Board of Directors and Executive Board in maintaining the visions and mission of the MSU;
      2. Manages all non-political aspects of the McMaster Students Union Inc., including administrative, operational, and financial areas;
      3. Act as the senior manager within the McMaster Students Union, providing advice and guidance to the Board of Directors; stability, growth, and structure to front-line and support services; and support and direction to full-time staff;
      4. Represent the MSU, both internally and externally, on committees, and to the MSU’s financial and legal advisors;
      5. Act as an agent of continuity, developing and maintaining administrative and financial infrastructures and taking responsibility for the development and implementation of policies and projects, as directed by the Board of Directors;
      6. Communicate strategic priorities to the full-time staff;
      7. Oversees recruitment, training, and development of the full-time staff;
      8. Ensure that business practices of the MSU operate in accordance with applicable law, as well as the MSU’s mission, Constitution, policies, and procedures;
      9. Manage the MSU’s investment portfolios;
      10. Perform other duties as outlined in the General Manager job description.
5. Director of Finance
   1. The Director of Finance shall:
      1. Oversee the Accounting Department;
      2. Prepare annual budgets with the General Manager and the Vice-President (Finance);
      3. Prepare monthly internal financial statements;
      4. Prepare annual financial statements;
      5. Maintain the general ledger to the trial balance;
      6. Liaise with auditors;
      7. Develop and implement new effective and efficient system controls in areas:
         1. Accounting;
         2. Other areas as directed by the Board of Directors and General Manager.
      8. Assist Vice-President (Finance) in developing effective training for various user groups (Full-time, student managers, etc.) on the MSU internal accounting procedures;
      9. Maintain investment portfolio;
      10. Perform other duties as outlined in the Director of Finance job description.
6. Accounts Receivable & Cash Management Supervisor
   1. The Accounts Receivable & Cash Management Supervisor shall:
      1. Be a member of the Accounting group;
      2. Through the Director of Finance, revise procedures and improve practices in the Accounting department;
      3. Receive cash, bank deposits, and miscellaneous revenue for all services and operations of the MSU;
      4. Order floats for all MSU operations and maintain record of all floats;
      5. Post invoice payments and adjustments to the appropriate sub accounts and balance these to the general ledger;
      6. Receive and post cost of goods sold and monthly usage figures from summaries provided by the various departments holding inventories;
      7. Perform other duties as outlined in the Accounts Receivable & Cash Management Supervisor job description.
7. Accounts Payable & Payroll Supervisor
   1. The Accounts Payable & Payroll Supervisor shall:
      1. Be a member of the Accounting group;
      2. Prepare and process the bi-weekly payroll for all MSU employees;
      3. Maintain employee files, calculate applicable benefits;
      4. Distribute government employment forms and payments as required (R.O.E, T4’s, E.H.T., W.C.B.);
      5. Enter all invoices and other forms of accounts payable; distribute invoices to the appropriate budget manager for payment authorization;
      6. Prepare, process, and distribute all MSU cheques;
      7. Interact with suppliers re: shipments received, damaged/unpaid goods, etc;
      8. On a monthly basis, prepare a summary of all accounts payable to be reconciled with the Accounts Payable entry on the Balance sheet;
      9. Monitor daily cash flow and transfer funds as required;
      10. Prepare bank account reconciliation statements for TwelvEighty, The Union Market, Compass, Underground Media & Design, VISA, and MSU General Accounts to sales figures and the general ledger at month end;
      11. Perform other duties as outlined in the Accounts Payable & Payroll Supervisor job description.
8. Network Administrator
   1. The Network Administrator shall:
      1. Be responsible for maintain the MSU network through the General Manager;
      2. Coordinate the development and maintenance of the MSU webpage;
      3. Develop short-term and long-term strategies for the MSU computer network, including software purchases and upgrades, hardware purchases and disposal of assets;
      4. Work with the MSU computer consultant(s) to set-up new systems, install software and upgrades;
      5. Perform regular maintenance and back-up procedures on the server(s);
      6. Identify problems or potential problems with the network and systems and recommend solutions;
      7. Maintain all documentation and software for MSU’s computer network, including original invoices, IP addresses, and software licenses;
      8. Conduct periodic training sessions for new and current users of MSU systems;
      9. Communicate with the CIS department of McMaster University to ensure that MSU is in compliance with relevant policies and procedures;
      10. Communicate changes or interruption in network availability to MSU users;
      11. Perform other duties outlined in the Network Administrator job description.
9. Human Resources Generalist and Clubs Support
   1. The Human Resources Generalist shall:
      1. The Human Resources Generalist and Clubs Support shall provide support to the Board of Directors and the General Manager;
      2. Provide leadership, oversight, and continuity to the operation of MSU Clubs;
      3. Oversee Risk and Event Management of the Clubs Department
      4. Provide human resources support to the Vice-President (Administration) and General Manager for duties including but not limited to:
         1. Hiring of new employees
         2. Development and implementation of organization training, development, and applicable regulatory compliance requirements.
      5. Perform other duties outlined in the Human Resources Generalist and Clubs Support job description.
      6. Provide a resource for part time staff to clarify employment related matters.
10. Administrative Services Coordinator
    1. The Administrative Services Coordinator shall:
       1. Sort, distribute, and maintain a record of keys and alarm codes for all MSU-controlled rooms;
          1. Maintain alarms and perform periodic history checks;
          2. Maintain safes; ensure combinations are changed annually and distributed in a confidential manner.
       2. Handle health and dental plan inquiries;
          1. Liaise with Health and Dental Plan providers to resolve student inquiries;
          2. Coordinate Health Plan opt out process in conjunction with the General Manager.
       3. Provide administrative support to various committees and services of the MSU, including but not limited to: Executive Board, Elections Committee, the SRA Standing Committee on Internal Governance, Health and Dental Plan, Work Orders, and Security Controls;
       4. Provide administrative support to the Ombuds Office;
       5. Provide support and leadership to the Board of Directors to guide the services under the direction of the specific board member.
       6. Assist Part-Time Managers and the Vice-President (Administration) in Event and Risk Management for services;
       7. Perform other duties outlined in the Administrative Services Coordinator job description.
11. Executive Assistant
    1. The Executive Assistant shall:
       1. Provide administrative and project support to the Board of Directors and the General Manager;
       2. Provide administrative and project support to various committees and services of the MSU, including but not limited to: the SRA, the SRA Standing Committee on Internal Governance; the SRA and MSU Committees, Electoral Appeal Board;
       3. Manage main office operations, including but not limited to: Hiring and supervising the Office Clerks, administering social requests and employee milestone recognition.
       4. Act as the Corporate Secretary for the McMaster Students Union Inc. and CFMU Inc.
       5. Support the MSU in having up to date and complete records and archives;
       6. Perform other duties as outlined in the Executive Assistant job description.
12. Accounting Clerks
    1. The Central Support Accounting Clerks shall:
       1. Report to the Director of Finance
       2. Assist in maintaining daily sales information;
       3. Enter invoices;
       4. Sort and distribute cheques;
       5. File: payables, cheques, support information;
       6. Receive payments;
       7. Provide account information;
       8. Perform other duties outlined in job description.
    2. The Clubs Accounting & Accounts Receivables Clerk shall:
       1. Oversee day to day financial transactions for the MSU Clubs Department;
       2. Enter invoices;
       3. Sort and distribute cheques;
       4. File: payables, cheques, and support information;
       5. Receive deposits;
       6. Manage club accounts;
       7. Maintain records of club executive officers and signing authorities;
       8. Ensure adherence to Clubs Financial Procedures Policy;
       9. Assist in club training and risk management;
       10. Perform other duties outlined in job description;
13. Office Clerks
    1. The Office Clerks shall:
       1. Report to the Executive Assistant
       2. Provide front-line customer service for the MSU, including reception and telephone duties for the MSU Main Office;
       3. Provide general administrative support for the MSU;
       4. Answer and direct inquiries from all individuals contacting the MSU via email, telephone or walk-in;
       5. Schedule appointments and meetings for the Board of Directors and full-time staff, as requested;
       6. Manage bookings for the Main Office boardroom, meeting room b, and the committee room boardroom;
       7. Perform other duties outlined in the Office Clerk job description.