# **Operating Policy – Compass Information Centre**

# 1. Purpose

* 1. To provide the McMaster community with information about the MSU, McMaster University, and the surrounding community.
  2. To act as a point of sale for campus and concert events, various modes of transportation, and miscellaneous items.

# 2. Operating Parameters

* 1. Compass Information Centre shall operate year round as a revenue-neutral service;
  2. Compass Information Centre shall collect an administrative fee from organizations and groups selling tickets through the service;
  3. Compass Information Centre shall prepare and submit a summary of daily sales to MSU Accounting along with a cash deposit;
  4. Compass Information Centre shall accept cash, debit and credit transactions;
  5. Compass Information Centre assets shall be secured at night;
  6. Compass Information Centre cash and ticket stock shall be stored in an alarmed area;

# 3. Personnel Structure

* 1. The Manager, who shall:
     1. Be responsible for the overall operation of the Compass Information Centre;
     2. Perform duties outlined in the Compass Information Centre Manager job description;
     3. Be hired by the Board of Directors and the General Manager.
  2. The Internal Coordinators, who shall:
     1. Promote awareness of the Compass Information Centre;
     2. Perform duties outlined in the Compass Information Centre Internal Coordinator job description;
     3. Be hired by the Compass Information Centre Manager and outgoing Internal Coordinators through an application and interview process.
  3. The Shift Supervisors, who shall:
     1. Be responsible for the administrative and supervision of the day-to-day operations of the Compass Information Centre;
     2. Perform duties outlined in the Compass Information Centre Shift Supervisor job description;
     3. Be hired by the Compass Information Centre Manager and the outgoing Shift Supervisors through an application and interview process.
  4. The Customer Service Representatives, who shall:
     1. Be responsible for direct customer contact and being knowledgeable about the MSU, McMaster University and the surrounding community;
     2. Perform duties outlined in the Compass Information Centre Customer Service Representative job description;
     3. Be hired by the Compass Information Centre Manager, Internal Coordinators and Shift Supervisors through an application and interview process.