Operating Policy – Administration & Human Resources Department

# Purpose

## To support the administrative and human capital needs of the McMaster Students Union’s (MSU’s) operations through the Administration & Human Resources (HR) Department .

# Operating Parameters

## The Administration & HR Department shall:

### Handle all administrative matters, including, but not limited to:

#### Office management;

#### Document management and archiving;

#### Policy documentation, in accordance with **Bylaw 8 – Policy Approval Process**; and

#### Organizational oversight.

### Handle all employment matters, including, but not limited to:

#### Talent acquisition;

#### Employment documentation;

#### Reviewing Job Descriptions;

#### Hiring practices;

#### Disciplinary proceedings;

#### Transition and onboarding; and

#### Training, in conjunction with the applicable Department.

# Personnel

## The Administration & HR Department personnel shall consist of:

### The General Manager;

### The HR Generalist & Clubs Support;

### The Administrative Services Coordinator;

### The Executive Assistant;

### Office Clerks;

### The Administrative Research Assistant.

## The General Manager, who shall:

### Assist the Board of Directors and Executive Board in achieving the visions and mission of the MSU;

### Manage all non-political aspects of the MSU Inc. not otherwise overseen by a member of the Board of Directors;

### Provide advice and guidance to the Board of Directors;

### Support and direct all Full-Time Staff, in conjunction with their direct supervisors and the Board of Directors;

### Communicate strategic priorities to Full-Time Staff;

### Represent the MSU on internal and external committees and to the MSU’s financial and legal advisors;

### Provide continuity within the MSU’s administrative and financial infrastructure;

### Oversee the development and implementation of policies and projects, as directed by the Board of Directors;

### Ensure that business practices of the MSU operate in accordance with applicable law, as well as the **MSU Constitution**, policies, and procedures;

### Perform other duties as outlined in the General Manager Job Description.

## The HR Generalist & Clubs Support, who shall:

### Act as the primary consultant on all HR matters within the MSU;

### Provide support for employees of the MSU in the implementation of duties, including, but not limited to:

#### Hiring policies and procedures;

#### Training evaluation, development, and implementation;

#### Development, implementation, and dissemination of applicable regulatory compliance requirements;

#### Consultation in the administration of disciplinary action.

### Provide resource all employees of the MSU in the clarification of employment-related matters;

### Perform other duties outlined in the HR Generalist & Clubs Support Job Description.

## The Administrative Services Coordinator, who shall:

### Sort, distribute, and maintain a record of keys and alarm codes for all MSU-controlled rooms;

### Perform periodic history checks for all alarms within MSU-owned spaces;

### Maintain safes; ensure combinations are changed annually and distributed in a confidential manner;

### Liaise with Corporate Student Health and Corporate Student Dental Plan providers to resolve student inquiries;

### Coordinate the Corporate Student Health Plan opt-out process in conjunction with the General Manager;

### Provide administrative support to various committees and operations of the MSU, including but not limited to:

#### The SRA;

#### Executive Board;

#### Elections Committee;

#### Work Orders; and

#### Security Controls.

### Assist with special projects as assigned by the Board of Directors, General Manager, or Executive Assistant, as time allows;

### Perform other duties outlined in the Administrative Services Coordinator Job Description.

## The Executive Assistant, who shall:

### Provide administrative and project support to the Board of Directors and the General Manager;

### Provide administrative support to various committees and services of the MSU, including but not limited to:

#### The SRA;

#### MSU Committees.

### Manage main office operations, including but not limited to:

#### Supervise the Office Clerks;

#### Administer social requests and employee milestone recognition.

### Act as the Corporate Secretary for MSU Inc. and CFMU Inc.;

### Support the MSU in having up to date and complete records and archives;

### Perform other duties as outlined in the Executive Assistant Job Description.

## The Office Clerks, who shall:

### Report to the Executive Assistant;

### Provide front-line customer service for the MSU Main Office, including reception and telephone duties;

### Provide general administrative support for the MSU;

### Answer and direct inquiries from all individuals contacting the MSU via email, telephone or walk-in;

### Schedule appointments and meetings for the Board of Directors and Full-Time Staff, as requested;

### Manage bookings for the Main Office Boardroom, Meeting Room B, and the Committee Room Boardroom;

### Perform other duties as outlined in the Office Clerk Job Description.

## The Administrative Research Assistant, who shall:

### Assist the Vice-President (Administration) in the creation and review of Employment Policies;

### Collaborate with the Vice-President (Administration) and the Human Resources Generalist & Clubs Support for tasks relating to updates research surrounding resources relating to:

#### Hiring;

#### Training;

#### Onboarding,

#### Other administrative areas.

### Assist the Vice-President (Administration) with the development of materials relating to education and implementation of standards of Equity, Diversity, and Inclusion (EDI) within the MSU.