



# Operating Policy – Administration & Human Resources Department

## 1. Purpose

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

## 2. Operating Parameters

- 2.1. The Administration & HR Department shall:

- 2.1.1. Handle all administrative matters, including, but not limited to:

- 2.1.1.1. Office management;
- 2.1.1.2. Document management and archiving;
- 2.1.1.3. Policy documentation, in accordance with **Bylaw 8 – Policy Approval Process**; and
- 2.1.1.4. Organizational oversight.

- 2.1.2. Handle all employment matters, including, but not limited to:

- 2.1.2.1. Talent acquisition;
- 2.1.2.2. Employment documentation;
- 2.1.2.3. Reviewing Job Descriptions;
- 2.1.2.4. Hiring practices;
- 2.1.2.5. Disciplinary proceedings;
- 2.1.2.6. Transition and onboarding; and
- 2.1.2.7. Training, in conjunction with the applicable Department.

## 3. Personnel

- 3.1. The Administration & HR Department personnel shall consist of:

- 3.1.1. The General Manager;
- 3.1.2. The HR Generalist & Clubs Support;
- 3.1.3. The Administrative Services Coordinator;
- 3.1.4. The Executive Assistant;

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- 3.1.5. Office Clerks;
- 3.1.6. The Administrative Research Assistant.

3.2. The General Manager, who shall:

- 3.2.1. Assist the Board of Directors and Executive Board in achieving the visions and mission of the MSU;
- 3.2.2. Manage all non-political aspects of the MSU Inc. not otherwise overseen by a member of the Board of Directors;
- 3.2.3. Provide advice and guidance to the Board of Directors;
- 3.2.4. Support and direct all Full-Time Staff, in conjunction with their direct supervisors and the Board of Directors;
- 3.2.5. Communicate strategic priorities to Full-Time Staff;
- 3.2.6. Represent the MSU on internal and external committees and to the MSU's financial and legal advisors;
- 3.2.7. Provide continuity within the MSU's administrative and financial infrastructure;
- 3.2.8. Oversee the development and implementation of policies and projects, as directed by the Board of Directors;
- 3.2.9. Ensure that business practices of the MSU operate in accordance with applicable law, as well as the **MSU Constitution**, policies, and procedures;
- 3.2.10. Perform other duties as outlined in the General Manager Job Description.

3.3. The HR Generalist & Clubs Support, who shall:

- 3.3.1. Act as the primary consultant on all HR matters within the MSU;
- 3.3.2. Provide support for employees of the MSU in the implementation of duties, including, but not limited to:
  - 3.3.2.1. Hiring policies and procedures;
  - 3.3.2.2. Training evaluation, development, and implementation;
  - 3.3.2.3. Development, implementation, and dissemination of applicable regulatory compliance requirements;
  - 3.3.2.4. Consultation in the administration of disciplinary action.
- 3.3.3. Provide resource all employees of the MSU in the clarification of employment-related matters;
- 3.3.4. Perform other duties outlined in the HR Generalist & Clubs Support Job Description.

3.4. The Administrative Services Coordinator, who shall:

- 3.4.1. Sort, distribute, and maintain a record of keys and alarm codes for all MSU-controlled rooms;
- 3.4.2. Perform periodic history checks for all alarms within MSU-owned spaces;

- 3.4.3. Maintain safes; ensure combinations are changed annually and distributed in a confidential manner;
  - 3.4.4. Liaise with Corporate Student Health and Corporate Student Dental Plan providers to resolve student inquiries;
  - 3.4.5. Coordinate the Corporate Student Health Plan opt-out process in conjunction with the General Manager;
  - 3.4.6. Provide administrative support to various committees and operations of the MSU, including but not limited to:
    - 3.4.6.1. The SRA;
    - 3.4.6.2. Executive Board;
    - 3.4.6.3. Elections Committee;
    - 3.4.6.4. Work Orders; and
    - 3.4.6.5. Security Controls.
  - 3.4.7. Assist with special projects as assigned by the Board of Directors, General Manager, or Executive Assistant, as time allows;
  - 3.4.8. Perform other duties outlined in the Administrative Services Coordinator Job Description.
- 3.5. The Executive Assistant, who shall:
- 3.5.1. Provide administrative and project support to the Board of Directors and the General Manager;
  - 3.5.2. Provide administrative support to various committees and services of the MSU, including but not limited to:
    - 3.5.2.1. The SRA;
    - 3.5.2.2. MSU Committees.
  - 3.5.3. Manage main office operations, including but not limited to:
    - 3.5.3.1. Supervise the Office Clerks;
    - 3.5.3.2. Administer social requests and employee milestone recognition.
  - 3.5.4. Act as the Corporate Secretary for MSU Inc. and CFMU Inc.;
  - 3.5.5. Support the MSU in having up to date and complete records and archives;
  - 3.5.6. Perform other duties as outlined in the Executive Assistant Job Description.
- 3.6. The Office Clerks, who shall:
- 3.6.1. Report to the Executive Assistant;
  - 3.6.2. Provide front-line customer service for the MSU Main Office, including reception and telephone duties;
  - 3.6.3. Provide general administrative support for the MSU;

- 3.6.4. Answer and direct inquiries from all individuals contacting the MSU via email, telephone or walk-in;
  - 3.6.5. Schedule appointments and meetings for the Board of Directors and Full-Time Staff, as requested;
  - 3.6.6. Manage bookings for the Main Office Boardroom, Meeting Room B, and the Committee Room Boardroom;
  - 3.6.7. Perform other duties as outlined in the Office Clerk Job Description.
- 3.7. The Administrative Research Assistant, who shall:
- 3.7.1. Assist the Vice-President (Administration) in the creation and review of Employment Policies;
  - 3.7.2. Collaborate with the Vice-President (Administration) and the Human Resources Generalist & Clubs Support for tasks relating to updates research surrounding resources relating to:
    - 3.7.2.1. Hiring;
    - 3.7.2.2. Training;
    - 3.7.2.3. Onboarding,
    - 3.7.2.4. Other administrative areas.
  - 3.7.3. 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.