



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## BUSINESS MANAGER

<b>Job ID</b>	<b>61871-8595</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=61871-8595">https://careers.indigenous.link/viewjob?jobname=61871-8595</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2024-04-25	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

The Campus Store, situated centrally in Gilmour Hall next to the Student Centre is where you find Everything McMaster. With over 90 years of service excellence the Campus Store plays a vital role in enhancing the student experience. The Campus Store is a self-sustaining ancillary operation that reinvests all revenue directly back into student supports across the University. Campus Store employees prioritize the customer experience, drive community pride and engagement, are team-oriented, and are dedicated to supporting the McMaster University community. This position develops and oversees the preparation of several financial management reports (annual, quarterly, monthly) for the Director of Retail Operations and the VP Operations and Finance and the AVP Real Estate, Partnerships, and Ancillaries as well as providing data to national and North American industry groups. This role works closely with the director to oversee strategic plans, projects, and operating activities with a focus from a financial perspective.

**Job Summary:** The Business Manager, Campus Store serves as a strategic budgeting, planning, and finance professional providing expertise, guidance and support to the Director, Retail Operations. The role produces financial budgeting and reporting for the ancillary unit and related project initiatives. The Business Manager, Campus Store is responsible for ensuring effective management of operational aspects of the Campus Store, all aspects of financial management and control, leadership with regards to human resources/staff development issues and the development and maintenance of Campus Store systems. This position is required to demonstrate expertise in policy development, systems development, risk management, assessing management reporting needs, customer service and sound professional judgement in decision making. This role provides leadership and direction in systems development and maintenance related to Campus Store systems and is accountable for ensuring operations are always running and systems are properly maintained and integrated with Mosaic. Additionally, the incumbent ensures the integrity of the Campus Store's financial statements, and that financial data is processed and recorded in accordance with generally accepted accounting principles and University policies and procedures.

**Accountabilities/Financial Responsibilities:** Ensures smooth operation of all financial processes within the Campus Store and recommends and implements appropriate financial management and control policies. Identifies and assesses various risk areas with an emphasis on financial risks, operational risks, and internal controls. Develops mechanisms and policies to control/minimize risk exposure. Develops, recommends, and implements the annual budget for all aspects of the Campus Store operation. Prepares monthly variance and annual financial reports. Performs financial analysis to ensure reasonableness and advises Director where corrective action may be necessary. Provides financial expertise/consulting in business related decisions, accounting, and control issues. Develops and implements policies and procedures to ensure compliance with the Generally Accepted Accounting Principles. This position has primary signing authority on all Campus Store related accounts and directs all store departments on expenditure control and revenue generation.

- Defines new projects, assigns priorities, and monitors progress of new and existing projects. Responsible for reviewing and approving all processing related activities with the objective of streamlining while ensuring adequate financial controls are maintained. Contributes to the development of business plans for all existing departments and potential new categories within the Campus Store intended to make the store more flexible, cost effective and responsive to customer needs. Design and improve effective accounting control systems. Liaises with other University departments ensuring compliance with internal and external stakeholders. Ensures HST regulations are adhered to for the various types of products purchased and sold within the stores for audit requirements.
- Develops and monitors key performance indicators using industry benchmarks.

**Human Resource Management** The Business Manager is directly responsible for all aspects of human resources planning and administration for 5 Unifor and 2 casual staff members in two distinctly different operational areas of the store – Accounting and Systems. Selects and professionally develops staff to ensure that each of the operational areas is fulfilling its mandate relating to services provided. Provides guidance to other store managers in the selection and development of staff, ensuring compliance with relevant legislation and agreements. Encourages skill development and personal growth of staff. Identifies training requirements and works with campus resources to address any training needs. Fosters a team-oriented environment where staff input is encouraged on proposed changes/improvements. Redefines roles and responsibilities with staff developing and utilizing key skills/strengths and responding to changing needs. Responsible for staff development, ensuring staff remain engaged and have a sense of ownership for the work they perform.

- Addresses any performance issues within the departments.

**Systems Functionality/Enhancements** Identifies and assesses risks associated with Campus Store systems to ensure data integrity, PCI compliance and minimize risk exposure.

Responsible for analysis of system functionality to maximize efficiency and management reporting capabilities ensuring integrity of data transferred to the University systems is maintained. Provides leadership and direction to the Systems team to identify and implement enhancements related to Campus Store systems and the integration of these systems with Mosaic and other University systems. The Business Manager is required to develop expertise in the Campus Store software systems and ensure an adequate plan for ongoing support of the applications as well as being accountable for systems documentation and backup procedures. Provides leadership in determining the plan for Campus Store systems ensuring that the constantly changing needs of the collegiate retail sector are being met by the technology in use in the Campus Store. Is the primary liaison with software vendors and users to address issues related to upgrades and enhancements in functionality. Researches and identifies new technologies and recommends future direction of the Campus Store systems. Oversees training of various staff within the Campus Store on functionality and use of the software. Keeps current on new software developments and represents the interests of the Campus Store with other University departments to develop and build specifications for data transfers that enhance business operations for both the Campus Store and the University

**Strategic Direction/ Special Projects:**

- Work with the Director, Retail Operations to support financial planning and budgeting.

- Develop scenarios to assist decision making, including business cases for new investments. Prepare special studies, analyses and reports as needed by the Director of Retail Operations and other stakeholders (potential cost/benefit of new business opportunities). Consult with the Director in the development of the Campus Stores strategic plan and initiates the development of policies and procedures to support this plan including detailed analysis and modelling. Identifies possible future opportunities for the Campus Store because of changing marketplace and consumer demand and develops and implements plans to meet those goals.

- Represents the Campus Store on various university projects. Investigate and recommend improvements in technology or specific processes to increase efficiency and reduce costs. Highlight risks and opportunities of current or new practices for the recording of transactions and business ventures.

- Negotiates system contracts, makes recommendations to the Director of Retail Operations.

**Knowledge/Skills:** Exceptional communication skills, with the ability to effectively articulate and explain financial information to a diverse community. Strong interpersonal skills, conflict resolution skills and the ability to work effectively with a wide range of constituencies in a diverse community. **Leadership:** Champions and models McMaster's leadership capabilities (Takes a Strategic Approach, Communicates & Collaborates, Develops People, Drives Results, Champions Change and Innovation, Invests in Relationships) Superior ability with data analysis tools such as Excel. Encourages collaboration and operates in a manner that inspires partnerships with internal and external partners. Strong analytical and systems skills (functionalist perspective). Knowledge of system analysis and design. Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures. Self-directed with a capacity for managing, executing, and evaluating complex, competing projects and initiatives in evolving environments. Knowledge of payroll processes and relevant legislation. Demonstrated understanding of retail management. Knowledge of University policies, procedures, and general accepted accounting policies. Keen eye for detail and accuracy - be able to perform effectively under time pressures and manage multiple deadlines. Strong customer service orientation.

For more information, visit [McMaster University for BUSINESS MANAGER](#)