JOB DESCRIPTION

Hourly Staff

Position Title:	**Compass Internal Coordinator**
Term of Office:	~~September~~ August 1 to April 30 (summer hours as operation warrants)
Supervisor:	Compass Manager
Remuneration:	B4
Hours of Work:	10-12 hours per week (as directed by Manager)

General Scope of Duties

Under the direction and guidance of the Manager, promotes awareness of Compass to potential users and customers, while administering ticket sales and advertisements. The Internal Coordinator is responsible for ensuring representation of MSU services, clubs, and committees through Compass. The Internal Coordinator updates the Shift Supervisors and Customer Service Representatives (CSRs) of activities on campus and service development at Compass.

Major Duties and Responsibilities

Category	Percent	Specifics
Human Resources Function	5%	▪ Assist the Shift Supervisors and Manager in the recruitment and selection of CSRs for the following year ▪ Assist the Shift Supervisors and Manager in coordinating the training of all positions beginning in late August and throughout the academic term ▪ Frequently check and respond to messages via telephone, mail, email, and in the Communications Journal ▪
Communications Function	45%	▪ Meet with potential users to set up ticket sales and establish selling procedures. Monitor, report, and reconcile sales ▪ Liaise with suppliers to select and order promotional materials ▪ Receive, review, and summarize items of information to ensure the clarity, accuracy, and timely manner of information disseminated through Compass ▪ Maintain close communication with the CSRs, Shift Supervisors, Manager, and the Accounting Department to ensure efficient operation of Compass

Approved EB 03-12
Revised EB 03-18
Revised EB 16-23

		▪ Develop and maintain contact with all departments and clubs within the MSU, as well as with residence representatives in order to develop a strong working relationship with our largest market ▪ In conjunction with the Shift Supervisor(s), develop and maintain systems of communication to ensure that all staff members are provided with the information they require to carry out their jobs and serve customers in the best manner possible ▪ Develop and maintain a positive working relationship with University departments in order to ensure effective advertising and support from the McMaster community ▪ Develop and maintain a comprehensive Internal Coordinator Manual ▪ Create and maintain paper and electronic files. Archive at year end with the Manager ▪ Ensure that the cash register is programmed on a regular basis to reflect new or discounted sales ▪ Participate and provide input for monthly staff meetings ▪ Participate and provide input for Compass management meetings
Advertising & Promotions Function	40%	▪ Promote awareness of Compass, both to potential users and customers ▪ Promote sources of advertising via Compass (e.g. iPads, SmartTV) ▪ Use displays to promote available merchandise, services, and information ▪ Promote 'store front' operation (i.e. stocking, re-ordering, investigating new/current resources) ▪ Continuously update Compass information on all social media platforms and the MSU website ▪ Responsible for ticket inventories and promotional materials utilized by Compass ▪ Responsible for ordering and restocking necessary equipment and supplies for the desk ▪ Ensure representation of MSU services, clubs, and committees through Compass, in conjunction with MSU Personnel ▪ Utilize appropriate MSU departments to promote service activities on campus (i.e. The Silhouette, CFMU, Underground Media & Design, MSU Webpage, Compass Webpage, etc) ▪ Liaise with the University and community members when necessary
Other	10%	▪ Provide transition for incoming Internal Coordinator ▪ Count, order, and monitor merchandise and supplies ▪ Fill in for any Customer Service Representatives who cannot work and for whom a replacement cannot be found ▪ Prepare purchase orders and cheque requisitions as required, working within allocated budget ▪ Other duties as assigned by the Manager

Knowledge, Skills and Abilities

- Must have good organizational skills
- Must have a thorough understanding of the campus in order to advertise and promote effectively
- Communication skills required to effectively interact with staff
- Knowledge of basic accounting principles required to perform financial duties (training can be provided)
- Interpersonal skills required to effectively interact with staff and Compass representatives
- Experience and training in customer service environment is an asset
- Time management skills
- Ability to pay close attention to detail
- Skills in written communication required

Effort & Responsibility

- Effort needed to outreach to users and potential users of the service
- Creativity required to effectively promote Compass Information Centre services
- Initiative required to develop systems for the gathering of information and for the development of new services
- Responsible for ticket inventories and promotional materials utilized by Compass
- Responsible for ordering and restocking necessary equipment and supplies for the desk

Working Conditions

- Duties are performed in a shared office space
- Time demands may exceed stated hours of work

Training and Experience

- Previous experience within the Compass Information Centre is an asset
- Experience with marketing and promotion is an asset
- Participation in the annual MSU Management Training required (provided)

Equipment

- Cash register
- Computer (e-mail, word processing, internet, excel)
- Printer
- Debit/Credit machine
- Meridian telephone system
- GO Transit terminal
- Ticket Imprinter
- Safe
- Photocopier