

Posting #24-088EM

Manager, Retail Services Business Services Term, Full-time (18 Months)

Purpose

Reporting to the Acting Director, Business Services, this position provides strategic leadership and direct supervision of staff and contractors within the Retail Services units (Bookstore and Copy Services). The position operates in a complex fluid environment where creative energy and action orientation is required.

The Manager of Retail Services supports service excellence and provides leadership for Retail Services. The Manager is responsible for the development of revenue generating activities through the purchase and resale of goods and services that fulfill academic, school spirit and lifestyle needs to the UNBC community as well as the general public. A key component of this role is responsibility of exclusive provider of all UNBC logoed products.

This is a highly collaborative position that works closely with many internal departments and student groups to support events, initiatives and specialized services. In addition, the position fosters relationships with external vendors and community members to optimize profitability, develop new revenue streams and represent the University.

Responsibilities

Duties include but are not limited to:

- Developing and implementing strategic and operational plans to support the success of the department;
- Managing budgets and performing managerial accounting;
- Ensuring service delivery is in alignment with the overall direction of Business Services and UNBC;
- Ensuring qualitative and quantitative metrics are in place to measure progress;
- Creating operational capacity through successful structures, including effective and efficient systems, policies, and processes;
- Leading with commitment to the University brand, values and strategic priorities;
- Developing partnerships to support strategic direction;
- Recruiting, training, and coordinating unionized, contract, and student staff;
- Developing staff through mentorship, performance evaluations, coaching and empowerment;
- Cultivating positive, diverse, and productive work/learning environments;
- Performing project management on improvement initiatives;
- Leading collaborative and respectful relationships with UNBC stakeholders;
- Identifying and acting to mitigate risks involved with daily operations;



- Performing maintenance and support for Papercut print services;
- Overseeing the Copy Services operations, including inventory control, pricing, and ordering;
- Coordinating with Distribution Services on management of Bookstore and Copy Centre storage areas;
- Complying with University policies, protocols, and practices;
- Adhering to University supplier/service agreements, and collective agreement(s); and
- Ensuring reliable, high-quality service to students, faculty, staff and external stakeholders by responding to expressed and unexpressed needs.

Qualifications

The successful candidate will possess the following:

- An undergraduate degree in a relevant field (e.g., Commerce, Business Administration, or Marketing), together with a minimum of 5 years of related experience in a diversified retail environment, and preferably in an academic environment;
- Supervisory, managerial, and budgetary experience in a unionized environment;
- Strong administrative, analytical, and technical skills for working in multiple enterprise and operational systems;
- Excellent communication and interpersonal skills, including customer service, team building, conflict resolution, and creative, collaborative problem-solving skills;
- Excellent oral and written communication skills;
- Working knowledge of relational retail systems: inventory control, point of sale, website and of copy/print management systems;
- Successful experience in product development, revenue/profit generation and marketing/sales;
- Experience with Argos, Banner, Fast and/or Bookware would be considered an asset;
- Understanding of contract language relating to license agreements and supplier/service agreements; and
- A vision for best practices in University retail services, and experience in leading digital transformation would be considered an asset.

An equivalent combination of education and experience will be considered.

This position requires a valid Class 5 BC Driver's License, a clear Criminal Record Check, and the candidate must hold (or be eligible to hold) a valid passport.

Salary

The starting salary will be determined with consideration of the successful candidate's relevant education, skills, and experience. The annual salary range for this position is \$75,000 to \$85,000.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, as well as employee training and development opportunities. For more details, please see <http://www.unbc.ca/human-resources/employee-benefits>.



Normal hours of work will be 8:30am – 4:30pm, Monday to Friday; however, some flexibility is required in this position.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.



Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at wellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Please forward your resume and proof of education quoting competition [#24-088EM](#) to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Priority will be given to applications received by May 20, 2024. Applications will be accepted until the position is filled.

