#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** TrentU Card Program Administrator

**Job Number:** X-264 | VIP: 1128

**Band:** EXEMPT- 4

**NOC:** 1411

**Department:** Campus Payment and Information Centre

**Supervisor Title:** Manager, Campus Payment and Information Centre

**Last Reviewed:**  November 4, 2021

#### **Job Purpose:**

Reporting to the Manager, Campus Payment and Information Centre the TrentU Card Program Administrator, is responsible for operational planning, daily management and the strategic development of the TrentU Card Program. The TrentU Card Program Administrator oversees the day-to-day functions of the TrentU Card Office. Through the TrentU Card Steering Committee, the Administrator establishes priorities for the current and future years, develops and oversees the departmental budget, manages the relationships with and support of internal departments that leverage the TrentU Card program, and manages the contracts with all external partners. The incumbent acts as a subject matter expert and provides process coaching to departments that are adopting or enhancing card features. Provides ongoing support to the Director, Food Services.

The TrentU Card program consists of:

* over 12,000 cardholders
* Supports over 300 networked devices
* 29 internal departments
* Over 20 external agencies
* Annual sales activity of over $7 million
* 820,000 transactions annually.

#### Key Activities:

***Operations Management:***

1. Administers the TrentU Card Program services for the University, including communication, marketing, budgeting, vendor management and service levels.
2. Working with the Manager, Campus Payment and Information Centre, develop a long-term strategy for expansion and maintenance to ensure that the TrentU Card service meets the current and future needs of card holders.
3. Manages and collaborates with TrentU Card vendors (software, hardware, supplies), Trent University departments (IT, Finance, Food Services, Housing, Parking and Security) and third-party retail partners (Chartwells, off-campus partners) to ensure that the TrentU Card Program practices meet the current and future needs of TrentU Card services card holders and partners. Acts as the primary liaison for the GO program and confirms eligibility of those applying for a student discount fair.
4. Develop and implement policies and standard operating procedures for the administration of the program, ensuring continuity, accuracy and compliance with Federal and Provincial regulations including FIPPA, PCI and Canada Revenue Agency.
5. Maintains and accurately enters records and data for the management of parking accounts, permit sales, violation transactions, and payroll deduction reconciliations, towing information, pay and display meter management. .
6. On a daily basis, balance debit, VISA and MasterCard payments received for permit sales, parking violation transactions and TrentU Card transactions.
7. Work alongside the Manager, Campus Payment and Information Centre and provide support and service at the new Campus Payment and Information Centre.
8. Provides leadership and direct supervision to direct reports, including recruiting, selection, training, mentoring/coaching, goal-setting/workflow management, and ongoing performance management and evaluation.
9. In conjunction with the Manager, Campus Payment and Information Centre, explores and expands new services and market segments to increase program usage and revenue; takes an entrepreneurial/visionary approach to development and expansion.
10. Seeks opportunities, initiates contact, and develops agreements with potential off-campus partners to expand card services.
11. Participates as an active member of the refunds appeals committee which adjudicates refunds of tuition, fee, residence costs and dining plans.

***Budget Development and Financial Reporting:***

1. Responsible for accurate financial reporting and reconciliation of all TrentU Card transactions including dining plans, Trent Cash, Flexible Benefits, parking permit sales and violation transactions. Ensure appropriate financial controls are established and followed. The TrentU Card program through Trent Cash alone generates about $3 million in sales annually.
2. Develop and maintain, identify and pursue optional revenue streams on an ongoing basis.
3. Monitor the financial performance of the TrentU Card partners on a weekly, monthly and annual basis. Ensure financial reconciliation is completed according to schedule and accurately.
4. Coordinate with Trent Finance to ensure proper billing, cheque distribution and ensure transfers to the correct departmental budgets.
5. Collaborate with Manager, Accounting Operations on all Trent Cash debit and credit transactions using the student account.
6. Ensures effective and efficient allocation of fiscal and physical resources within the TrentU Card program portfolio including monitoring, analyzing and optimizing the TrentU Card financial performance.
7. The TrentU Card Program Administrator will oversee the correct receipt and distribution of $7 million annually.

***Foodservices Administration;***

1. Coordinate the assignment of all Dining Plans to each student living in residence.
2. Reconcile, arrange financial payment to Foodservice providers and maintain accurate reporting on every Dining Plan and Trent Cash sale at every Trent Foodservice location.
3. Collaborate with the Director of Foodservice on the development and growth of dining plan options for residence students while growing the program to increase revenue for the University.
4. Maintain and provide financial reporting for all software and hardware used by the Foodservice operator. E.g. Volante.
5. Prepare and provide analysis of recurring on adhoc reports to support decision making within Food Services related to hours of operation, staffing, additional investments.
6. Support and maintain the Food Services web page.

***Marketing and Communication;***

1. Develops marketing, sales and communication plans and activities (in collaboration with Marketing and Communications) to keep current and potential cardholders engaged to use and promote the card.
2. Develops and implements a marketing plan to champion the TrentU Card Program on campus and off campus to see its services meet the needs of users.

***Technical Activities/Systems Support:***

1. Ensure that all hardware and software associated with the TrentU Card Program are working properly e.g. POS, vending readers, Volante, Multiplan.
2. Monitor use of all TrentU Card devices daily to ensure all devices are online and functioning.
3. Coordinate the import and interface of data from Colleague to all TrentU Card systems including GuardCard, Multiplan, ID123.

#### Education Required:

Honours University Degree (4 years) with a preference for a major in Business or an IT related field.

#### Experience/Qualifications Required:

1. Four years of directly related experience.
2. Business or entrepreneurial experience; analysis of business systems, marketing and sales.
3. Strong customer service orientation.
4. High level of understanding of fundamentals of relational databases, high level of comfort with computer hardware and software programs. Example: Word, Excel, Access, PowerPoint, OneNote.
5. Must have thorough knowledge of a one-card system and its potential applications. Experience and familiarity with the following is required: working knowledge of campus card identification systems, thorough knowledge of program applications and software packages, strong computer background.
6. Self-motivated, able to work independently with an extremely high level of attention to detail.
7. Excellent verbal and written communication skills

#### Supervision:

* Supervise and direct the activities of student employees

**Job Evaluation Factors:**

**Analytical Reasoning**

Well-developed analytical reasoning to think through problems or potential opportunities, assess option, understand processes to develop and grow the TrentU Card Program. The program is comprised of several components that are all inter-related.

The TrentU Card Program Administrator must be able to analyze customer service and ROI impact of proposed changes and enhancements to card capabilities. Must be able to determine timelines and project management processes when improving or expanding the TrentU Card program Must analyze workflow to determine optimum staffing; for start-up and ongoing office management.

The TrentU Card Program Administrator must be able to conduct regular business analysis on the entire program to determine which direction and which partners have the highest revenue potential for the University while remaining sensitive to the reputation of the University. This business analysis will then dictate how the TrentU Card Program Administrator will revise the business processes for maximum efficiency, productivity, financial success and customer satisfaction.

One card systems are an evolving discipline and applications vary widely in the university sector. The incumbent must be able to recognize, analyse and creatively define practical solutions that work in the Trent/Peterborough/Durham environment.

**Decision Making**

The incumbent is expected to operate at a highly independent level and is responsible for all functional and strategic areas of the operations of the TrentU Card program across three campuses, on-campus partners and off-campus partners, with the Director, Foodservices providing high-level guidance for strategic matters.

* Makes budgetary decisions and assists in administering the Foodservice budget.  Makes daily operation decisions and resolves administrative problems.
* Deals with difficult problems from students, off-campus partners, makes decisions keeping in mind how it impacts the University and partnered departments
* Decisions made are not required to be approved by the Manager unless relating to significant budget purchases or affect other departments’ operations, or if the University’s reputation could be compromised.  The incumbent is authorized to approve refunds or appeals up to $10,000 without seeking further approval.
* The  Administrator uses own initiative in planning and organizing all on-going work and receives general guidance from the Manager, Campus Payment and Information Centre or the Director, Foodservices on requirements for special projects.
* The Administrator makes decisions relating to the growth of the TrentU Card program in terms of adding services and partners, in consultation with the Campus Card Steering Committee.
* Responsible for enhancing and upholding the overall quality of the TrentU Card Program which has a significant effect on student satisfaction/retention and University reputation.
* The Administrator must be highly knowledgeable of products, project goals, field advancements, and decisive enough to make recommendations to the Manager, Campus Payment and Information Centre about moving forward with administrative process changes, service offerings, and communicating rationale of decisions with several different internal and external bodies. The one card program is complex in that it involves numerous functional areas, supported by diverse technology. There is currently no policy in place for card operations, therefore sector best practices is the most applicable guideline. Determines most appropriate and cost effective equipment and software required to manage and expand the TrentU Card program.
* Decides on process changes and advancements as it pertains to the business of the TrentU Card while adhering to the overall operational goals of the department and the University.

**Impact**

* Errors have immediate impact on student life and extends to other departments. Errors could cause interruption of services including access to residences/labs/offices, access to residential dining plans, access to service areas such as athletics, health services, counselling services, library services. Errors would also have an immediate financial impact as it affects all TrentU Card transactions both on and off campus.
* The most important external relationship for the TrentU Card Program Administrator is with the TCSA. A failure to recognize the importance of and carefully manager and support this relationship could have significant negative outcomes for the Card Office and for the relationship between the University and the TCSA. The TrentU Card program has also extended its impact to include off-campus Peterborough community businesses. Any error made in the operation of the transaction system or maintenance of the hardware or software has a tremendous impact both on and off campus which in turn impacts Trent University’s reputation as a sound business partner.
* The TrentU Card programs also plays a role in student enrolment and retention as it aides in providing simple access to services for all cardholders and reinforces community partnerships for the University.

**Responsibility for the Work of Others**

Responsible to ensure contractors provide software and equipment in accordance with contracts.

Direct Responsibility

Hire, train and motivate a combination of exempt, OPSE and student employees as required by the business flow.

Indirect Responsibility for the Work of Others

Frequently interact with, direct and confirm the work of Exempt and OPSEU members in other departments (Housing, Finance, College Offices, Departments).

**Communication**

Internal:

* Director, Food Services, Library, Information Technology, Security, Access Control, Housing, Marketing and Communications, Print Shop, Human Resources (Flex Benefits), Parking, Facilities Management Conferences, Student Affairs, Athletics, Finance, Nursing, Education, Graduate Office, Trent Durham, College Offices, TCSA, Campus Card Committee, student leaders, staff and faculty – TrentU Card operations affects all of the above departments either through access or financial transactions

External:

* Hardware and software suppliers
* On-campus Foodservice contractor
* Additional on-campus food service providers
* Trent University Campus Store
* Off-Campus partners/Community businesses
* Other University/College Card Offices
* National Association of Campus Card Users
* Downtown Business Improvement Association

**Motor/ Sensory Skills**

* Fine Motor skills required for keyboarding, calculator
* Required computer skills for word processing, web and market development, financial analysis. In-depth knowledge of point-of-sale and one-card systems. Dexterity: to dismantle and re-assemble the Card Office and all peripheral equipment for events such as Summer Orientation, Start-Up
* Coordination: drive vehicle to move equipment and supplies as needed to different locations
* Sensory Skills: hearing and sight to provide a service of producing, distributing and activating cards

**Effort**

Requires the physical movement of two full computer workstations, printers, cameras and tripods to temporary locations throughout the year for Jump Start and NSO in Peterborough and Oshawa.

Mental:

* Ability to move from one task to another rapidly and accurately.
* Substantial mental effort required to maintain focus on several integrated information pieces simultaneously and to gauge impact of changes to one factor on multiple other factors.
* Requires concentration to input and verify accuracy of student information in multiple applications such as student billing, access control software, key and card software programs.
* Concentrate in a loud high-traffic office environment.

Physical:

* Lift and move equipment (computer workstations, printers, cameras) to temporary locations.

**Working Conditions**

Tight card issue deadlines with no control over pace of work when dealing with large student line ups (produce and distribute approximately 10,000 cards annually). Peak times are Aug to October, January start up.

Carrying laptops, printers and cameras to and from temporary card issue locations in all weather conditions, approximately seven times per year.

Mental demand includes concentration and focus with frequent interruptions and distractions; telephone, messenger and walk in clients. There is also a distraction of frustrated, angry or confrontational people attending the parking office.

The TrentU Card Program Administrator is required to work approximately six weekends throughout the year, mostly during the summer term including Labour Day Weekend.

When off-site or on vacation, the TrentU Card Program Administrators is expected to remain available by phone or email to provide support to any and all partners of the Program including off-campus partners.