

NIPISSING NIVERSITY POSITION DESCRIPTION

POSITION:	Ancillary Revenue Supervisor
DEPARTMENT:	Campus Sales & Services
EMPLOYMENT DEFINITION (STATUS):	Full-time Administrative – 12-month contract
SALARY LEVEL:	SL 3
SUPERVISOR:	Director, Ancillary Revenue & Business Development

SUMMARY OF FUNCTIONS:

Reporting to the Director, Ancillary Revenue & Business Development and as part of the Campus Sales & Services team, the Ancillary Revenue Supervisor provides day-to-day oversight, staff leadership, and operational coordination for revenue-generating initiatives such as summer accommodations, the Nipissing Lakers Shop, and corporate partnerships.

The Supervisor manages sales and operations for summer accommodations and the Lakers Shop, ensuring smooth processes, excellent customer service, and opportunities for revenue growth. They will supervise support staff and mentor student employees across these business areas.

Working closely with Marketing and other campus partners, the Supervisor supports promotional strategies, customer engagement, and program improvements. They also develop and maintain corporate partnerships and sponsorship activities, contributing to client relations, market research, and the fulfillment of partnership commitments.

Additional responsibilities include budget monitoring, purchasing, and vendor coordination to ensure efficient operations. The Supervisor serves as a primary contact for clients, community members, and external partners. Flexibility in hours, including some evenings and weekends, is required to support departmental needs.

DUTIES & RESPONSIBILITIES:

Supervisor and Program oversight

(30%)

- Support innovation and planning within the portfolio to increase sales and improve cost efficiency
- Monitor program budgets, forecasting and reporting across the university to contribute to continuous quality improvement of various ancillary revenue offerings
- Facilitate communication between departments and communicate issues to the Director when required
- Manage positive relationships with internal and external contacts/clients
- Research, price and recommend operational improvements to enhance revenue opportunities and competitiveness
- Drive the implementation of software or technology to improve program efficiency
- Provide supervision, coordination, and support for the day-to-day operations of the Campus Sales & Services Department
- Maintain accountability and regular communication with the Director, Ancillary Revenue & Business Development
- Participate in the Annual Performance and Development Process
- Address concerns or issues brought forward by employees, student staff or volunteers
- Participate in the hiring of new employees within the department
- Provide training and oversee the orientation of new employees

- Liaise with HR on hiring process as well as stay up to date with international and domestic student hiring regulations

Summer Accommodations Supervision

(25%)

- In collaboration with the Director, support the development and execution of the Summer Accommodations operational plan, with responsibility for the creation of an effective Summer Accommodation operational plan
- Supervise Housekeeping Coordinator staff and provide guidance to a large cohort of student cleaning staff
- Participate in the hiring, training and onboarding of student staff
- Respond to guest inquiries, provide information on Summer Accommodations, and assist prospective guests through the booking process
- Track and coordinate guest/group bookings and communicate details to the Housekeeping and front desk teams
- Work with finance to support accurate fiscal reporting throughout the season
- Contribute to the sales pipeline by assisting with external booking opportunities
- Research the local accommodations market to inform competitive rate structure
- Collaborate with the Marketing team to promote Summer Accommodations initiatives
- Provide direction to the Housekeeping Coordinator to ensure rooms are prepared for incoming guests; act as a backup when the coordinator is absent
- Develop and maintain consistent processes for Summer Accommodations damages reporting
- Maintain and update online booking software; assist with financial reports and projections when needed
- Monitor risks associated with events and escalate issues to ensure successful execution and positive impact on the University's reputation
- Work closely with Residence Life and Facilities through operational planning, logistics and execution of Summer Accommodation program

Corporate Partnership/Sponsorship

(15%)

- Liaise between internal partners to produce assets for partnership commitments
- Assist in communication with both inbound and outbound sales prospecting
- Conduct market research to pursue new partnership opportunities
- Oversee coordination with internal departments and external vendors to ensure fulfillment of marketing and signage commitments
- Assist with maintaining the CRM with client details and updates
- Build reporting mechanisms for partners and conduct monthly status reports
- Assist in creating sponsorship packages
- Perform market research for partnership opportunities
- Maintain detailed files of commitments or agreements with brand partners

Retail Store Operations

(15%)

- Supervise and schedule student staff
- Lead in executing pop up shop and off-site events
- Source branded merchandise from external vendors
- Maintain ongoing inventory accuracy and report restocking requirements promptly
- Explore sought after merchandise options specific to Nipissing University's target demographics
- Oversee and participate in order fulfillment processes
- Maintain the Lakers Shop's online and in-store presence
- Lead the planning and execution of strategic pop-up shops
- Ensure detailed operational guide is kept updated for additional team member onboarding
- Conduct market research, surveys and focus groups with core audience

- Collaborate with marketing to devise annual strategy and create assets
- Maintain back-end financials while executing monthly sales reports and customer refunds

Administrative Duties

(15%)

- Explore various funding opportunities to offset operational costs
- Correspond with internal and external partners to set clients and customers up for a successful on-campus experience
- Oversee financial processes with Finance, Summer Accommodations, retail operations and other ancillary projects
- Manage and maintain accurate files, collaboratively and independently
- Collaborate with Marketing to promote available services and opportunities
- Assist the department with internal and external events overflow
- Maintain departmental policies, procedures and documents

Other duties as assigned.

QUALIFICATIONS:

Education: University degree in a related field (i.e., Business/Marketing, Hospitality, Event Planning, Communications, etc.)

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- A minimum of three to five years of experience in sales, retail or marketing field
- Two years of the above experience in a management position overseeing staff
- Experience developing and coordinating project and event plans, including working with clients to identify goals, manage budgets and timelines, and ensure quality outcomes
- Demonstrated ability to plan and coordinate complex bookings and logistics
- Understanding of CRM or job management systems for project coordination
- Exceptional time management, organizational skills, and attention to detail
- Excellent oral, written and presentation skills
- Self-motivated and self-directed, with the ability to work independently and collaboratively as part of a team.
- Sound judgment in assessing and responding to situations in an appropriate manner
- Always demonstrate diplomacy and professionalism
- Proven ability to collaborate with various partners
- Experience working, managing and motivating volunteers
- Experience interacting with and providing hospitality for high profile guests/clients
- Web/social media knowledge/experience
- Good working knowledge of MS Office suite of software
- Knowledge of the University environment would be an asset

RELATIONSHIPS / CONTACTS:

Supervised by: Director, Ancillary Revenue & Business Development

Workers Supervised:

- Housekeeping Coordinator

- Campus Sales & Service Coordinator
- Summer Accommodations Student Staff
- Retail Student Staff

Internal Contacts: Staff, faculty, students

External Contacts:

- Third party vendors (cleaners, apparel, maintenance, signage, etc.)
- Prospective students and their parents/supporters and other influencers
- Community supporters/partners
- Suppliers (catering, promotional items, event production companies, etc.)
- Government representatives
- High profile guests

MATERIALS UTILIZED

- Computer and peripherals; software including MS Office Suite, and Infusible EnCampus
- General Office Equipment
- Signage (pop-up displays, step and repeat backdrops, etc.)
- Personal and rental vehicles
- AV equipment
- Policy and procedures manual

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- On-site support for portfolio deliverables may be required outside regular business hours
- Occasional moderate physical exertion, particularly during event set-up and take-down of lifting, carrying, and transporting of materials to and from suppliers or event locations
- Tasks may require sustained visual and auditory concentration and the ability to work effectively with distractions
- Regular in-town travel and occasional short-term out-of-town travel may be required
- Occasional periods of standing and walking may be required during events
- Required to carry a smartphone during working hours and after hours when necessary
- Must hold a valid Class G driver's license and have access to a personal vehicle during work hours
- Flexible schedule required, including regular evening and weekend work based on departmental needs, must be available for contact after hours in case of emergencies
- Required to provide a Criminal Record Check/Vulnerable Sector Check as a condition of employment (i.e., not have been convicted of a criminal offence for which a pardon has not been granted)

I have read my position description, and it has been reviewed by my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

Approvals

Supervisor

Date

Human Resources

Date