

Job Opportunity: Operations Manager

Students' Association of Mount Royal University (SAMRU)

Full-Time • 1 Year Contract • Wyckham House Student Centre

The Students' Association of Mount Royal University (SAMRU) is seeking a customer focussed, business-minded **Operations Manager** to help with business development and oversee the day-to-day operations of the food court, tenancies, and the facilities of the Wyckham House Student Centre.

This role is ideal for a strategic, organized, and collaborative leader who thrives in a dynamic environment and is motivated by creating opportunities and positive experiences for students and campus guests.

About the Role

Reporting to the Director, Business & Building Services, the **Operations Manager** manages SAMRU's commercial tenancies, oversees building and facilities operations, ensures high-quality customer experiences, and contributes to the development and execution of new business services.

The Operations Manager supervises the Business Services Coordinator along with part-time food court cleaning staff, fostering a culture of exceptional customer service, collaboration, and operational excellence.

Key Responsibilities

Business Services & Planning

- Develop and implement systems to support existing services, including food court cleaning, Wyckham House tenant relations, and building operations.
- Conduct research, evaluation, forecasting, and market analysis, gather customer feedback, and identify growth opportunities.
- Provide recommendations for new amenities and services, add value and lead the development of new business opportunities and building enhancements.

Project Management

- Work with the Director to plan and manage related projects from conception to completion.
- Determine project feasibility, establish timelines and budgets, monitor progress, prepare project reports, maintain records, and ensure standards are met.

Team Leadership

- Recruit, train, coach, and supervise departmental staff; manage performance, workload distribution, and training needs.
- Maintain accurate timekeeping and personnel records for waged staff.

Customer Experience

- Ensure a positive, safe, and well-maintained experience for visitors and maintain an understanding of operations by working front-line as needed.
- Lead customer service initiatives, address concerns, and cultivate a strong customer service culture.

Financial Management

- Assist in developing foot traffic targets, gross-profit plans, and strategies by analyzing trends, competition, and promotional planning.
- Prepare budgets, track expenditures, create reports, and ensure inventory controls are followed.

Facilities & Building Services

- Oversee daily building operations, liaise with MRU departments regarding repairs and maintenance, and manage minor maintenance through staff.
- Maintain a culture of safety and recommend initiatives regarding safety, functionality, and aesthetics of Wyckham House.
- Ensure compliance with food safety regulations, OHS standards, SAMRU's policies and License of Occupation Agreement.

Commercial Contracts & Tenancy Management

- Serve as primary liaison for tenants, ensuring compliance with agreements and addressing day-to-day needs.
 - Maintain records, and help improve tenant contracts and processes.
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What You Bring

- A post-secondary credential.
 - Experience in operations, management, business services, hospitality, or a related field.
 - Proven leadership and staff supervision abilities.
 - Experience managing projects, including planning, execution, and reporting.
 - Excellent customer service, problem-solving, and communication skills.
 - Financial knowledge, including budgeting, forecasting, and inventory control.
 - Ability to balance strategic planning with hands-on operational support.
 - Understanding of basic safety, regulatory, or compliance standards (asset).
 - Contract negotiation skills (active listening, adaptability, value-creation, problem solving).
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Why Work at SAMRU?

- Work in a vibrant, student-focused environment at the centre of campus life.
 - Join a values-driven organization committed to student success, equity, and community.
 - Competitive salary starting at \$68,500 per year with comprehensive health and dental benefits.
 - 35-hour work week, flexible scheduling, and the accumulation and use of flex time.
 - 15 days vacation and additional paid days off in December.
 - For more information about our organization please visit samru.ca.
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How to Apply

- Submit your résumé and cover letter in PDF format to **hr@samru.ca** with the subject line *Operations Manager Application*.
- Applications will be accepted until **January 15, 2026** or until the position is filled.
- No telephone inquiries please. Only those candidates selected for an interview will be contacted.