

## **MEMORANDUM OF UNDERSTANDING**

THIS MEMORANDUM OF UNDERSTANDING (the “Memorandum”) is made between:

**Ryerson Students’ Union (RSU)**  
(hereinafter referred to as the “Employer”)

– and –

**THE CANADIAN UNION OF PUBLIC EMPLOYEES  
AND ITS LOCAL 1281**  
(hereinafter referred to as the “Union”)

### **RE: CREATION OF JOB POSITIONS**

WHEREAS the Employer wishes to amend the Collective Agreement between the Parties in effect from February 1, 2021 to January 31, 2024 (the “CA”) to include additional job positions and their descriptions.

NOW THEREFORE, the Parties agree that the Employer shall amend Appendix A of the CA by adding the following positions and their job duties (as set out in Appendix A herein):

- Internal Coordinator
- Member Service Office Coordinator
- Graphics Designer & Coordinator

**DATED** at Toronto, Ontario this 11th day of March, 2022.

**FOR THE EMPLOYER:**

Siddhanth Satish  
Per:

**FOR THE UNION:**

Jay Mehta  
Per: Jay Mehta, Steward

Aidan Macdonald  
Per: Aidan Macdonald, CUPE National Representative

# **APPENDIX A**

## **Job Positions**

### **INTERNAL COORDINATOR**

The Internal Coordinator supports the efforts of the Executive and Staff, through the systems, resources, and interaction with members of the Students' Union, to allow for the efficient and effective operation of the Ryerson Students' Union (RSU).

#### **Duties:**

1. Responsible for creating a welcoming environment for members and visitors to the RSU office, as the first point of contact. Provides general information to members and the Ryerson community as requested, including answering enquiries and making referrals where necessary. Maintains the front office area including ensuring general orderliness, approving and organizing postings, maintaining a supply of necessary informational items.
2. Administration and marketing of the RSU graduation photography services, in conjunction with the photography studio and Management. Provides recommendations to Management with regards to contract amendments and renewals. Oversees composite creation and distribution during convocation and throughout the year.
3. Assists with the marketing of RSU's services, campaigns and events and services and campaigns of the Canadian Federation of Students.
4. Responsible for relaying or redirecting calls and visitors to the proper personnel or areas. Distributes incoming mail to appropriate people and ensures out-going mail is processed. Makes arrangements for delivery of items via courier or special delivery as requested.
5. Responsible for compiling and maintaining a current, accurate and confidential directory of RSU's personnel including Staff, Directors, Executives, Commissioners, and applicable contacts for the organization's services. Communicates such information as necessary to external organizations including the University, Canadian Federation of Students, and others as requested, for inclusion in directories, and other similar publications.
6. Works with Management on creating, maintaining, and improving upon internal office communication systems, including, but not limited to, common filing systems, databases, and archives, to promote the sharing of resources and information within RSU
7. Responsible for conducting a Request For Proposal (RFP) process and providing feedback on any and all new agreements the organization enters into.
8. Schedules part-time front desk staff. Assists Management with administration of work-study or other part-time employment programs, including but not limited to the collection provision and collection of time sheets and inputting work-study hours.

9. Acts as the Secretary of the Board, with their duties as outlined in the bylaws, including drafting agendas and attending meetings to assist with the recording of minutes. Assists with the organization of meetings for the Board of Directors and Committees of the Board.
9. Assists with the organization of general meetings of the membership, Board of Directors retreats, and training.
10. Assists in the maintenance of office equipment including but not limited to photocopiers, printers, and fax machines. Establishes and maintains appropriate contacts of maintenance of equipment, and acts accordingly on concerns expressed from RSU personnel.
11. Maintains supplies for use by the RSU staff and Executive/Directors. Coordinates the ordering of supplies, and assists with the purchases related to office furniture and general capital improvements to the RSU office.
12. Assists with membership outreach and recruitment for the Students' Union.
13. In conjunction with Management, is responsible to hire and supervise the Chief Returning Officer (CRO) for the RSU general elections.
14. Advises the CRO and Elections Appeals Committee on the coordination of all referenda and the RSU general elections.
15. Maintains and updates master copy of current by-laws and policy. As requested by Management, makes recommendations regarding RSU constitution, policy, and by-laws.
16. Processes space booking requests for all RSU staff, Committees of the Board, Student Groups, Course Unions, Graduate Students' Course Unions and Affiliate Groups. Provides advice and recommendations on such processes as requested by Management, and attends meetings with University or Student Centre officials regarding such issues as directed.
17. As time permits, assists with other duties as assigned.
18. Supervised by and reports to the Executive Director of the RSU.

### **MEMBER SERVICES COORDINATOR**

The Member Services Coordinator leads the Ryerson Students' Union's (RSU's) direct interaction with its student-members, primarily through the Ryerson Students' Union Member Services Office, or other designated front-line facilities.

#### **Duties:**

1. Responsible for the efficient operation of the RSU's Member Services Office as the organization's focal point for providing information and referrals related to the resources and services it provides.
2. Primary staff person to oversee the operation, sales and administration of:

- Tickets for RSU events and other campus events and functions as determined by the Employer
  - Selling of other merchandise as determined by the Employer
  - Distribution of pamphlets, leaflets, or other informational devices of the RSU, CESAR and the Canadian Federation of Students
  - Distribution of International Student Identity Cards (ISICs)
  - Lost and Found Service
  - Providing general information and referrals where required to RSU members and the Ryerson community.
3. Responsible for the administration of RSU's participation in any "Volume Incentive Purchase" or similar programs, such as, the Toronto Transit Commission program in past. Ensures that all aspects of RSU's agreement with the vendors are respected, as related to the discounted sale to members and the Ryerson Community..
  4. Responsible for administration and marketing, in conjunction with the Management, the Internal Coordinator, and Canadian Federation of Students, of RSU's participation in the International Student Identity Card service.
  5. Identifies opportunities to assist in the efficient provision of information, services, and resources related to other areas of RSU, where such opportunities fall within the mandate of the Member Services Office.
  6. Represents RSU through participation in meetings with University staff regarding the provision of information and resources to member-students, as required and directed by Management.
  7. Works with Management and the associated service partner on developing and executing marketing plans, outreach strategies and associated activities for the services mentioned above, including but not limited to the TTC Discount Metropass Program and the ISIC program.
  8. Provides advice and recommendations to Management as required regarding the delivery of the above mentioned programs, including any contracts or agreements related thereto, and the delivery of new services and products in response to student needs and wants.
  9. As time permits, assists with other duties as assigned.

#### **ADMINISTRATION**

10. Ensures supplies are ordered for the administration of the Member Services Office service.
11. Prepares and reviews daily cash reports, monthly inventory reports, cheque requisitions, and other records of operation for submission to the Finance Controller and Executive Director.
12. Maintains and verifies cash floats.

13. Ensures that a monthly inventory of all supplies and stock is conducted and costed, and maintains awareness of current pricing issues.
14. Periodically assesses equipment needs of the Member Services Office, researches new equipment, and makes recommendations to Management as required.
15. Prepares annually an analysis of the operations of the Member Services Office including service improvements, expenditure and policy recommendations.
16. Prepares and provides a detailed monthly report that includes an analysis of sales, inventories and current operating issues to Management.
17. Maintains and updates current staff manuals for the Member Services Office.

## **PERSONNEL**

18. Monitors and directs the work of the part-time Member Services Office staff.
19. In conjunction with Management participates in the hiring, supervising, training and disciplining of part-time, work-study or summer personnel.
20. Ensures that staff of the Member Services Office receives the necessary training to ensure they are adequately familiar with RSU's, CESAR's and the Student Centre's resources and services. Works with Management on the development of proper training programs to reach these goals.
21. Schedules all part-time personnel, monitors part-time hours and submits bi-weekly payroll records to the Financial Controller.

Supervised by and reports to the Executive Director.

## **GRAPHIC DESIGNER & COORDINATOR**

The Ryerson Students' Union (RSU) requires in-house graphic design for the production and advertising of many internal promotions and retail services. The Graphic Designer & Coordinator works with Management to establish and execute the conceptual and stylistic direction for communications and design work solely for RSU.

### **Duties:**

1. Designs printed materials, and any electronic versions of such materials, for RSU projects, services, outreach, promotions, publications, campaigns and events.
2. Coordinates the production of printed materials for RSU, including electronic versions of such materials. Works with Management to establish an appropriate production schedule, and associated deadlines.
3. Works with Management in obtaining price quotes and securing contacts with printers and suppliers.
4. Works with Management in developing RSU's overall look, graphic elements, and best-suited size/type style for materials for RSU services, projects, publications, campaigns, and events. Recommends the media best suited to produce desired visual effect and the most appropriate vehicle for communication.
5. Develops RSU's graphical organizational identity through branding. Contributes to the development of guidelines for the use of RSU's logos and fonts, and to the development of any associated style guides.
6. Establishes and maintains the Students' Union's identity, including but not limited to print, web, and signage.
7. Assists Management towards the development of an annual marketing strategy for RSU.
8. Develops and maintains photo and illustration banks. Assists in the hiring of illustrators, photographers, etc. as directed and required to produce images that meet communications needs if none are appropriate or available.
9. Provides banner ads and artistic elements for the RSU website as required by Management.
10. Assists in researching and keeps current on any new or different media available to RSU for promotion.
11. Troubleshoots graphics and provides assistance to CopyRITE.
12. As time permits, functions as CopyRITE's in-house graphic designer for brokered outside jobs.
13. As time permits, assists with other duties as assigned.
14. Supervised by and reports to the Executive Director