

## Staff Roles within Business Services

For business services to work efficiently, it is crucial to identify responsibilities, respect the value of each role, and work together as members of the same team.

Departmental Business Services Coordinator (BSC)\*:

- Maintain broad knowledge and serve as departmental expert and coordinator in matters related to budget planning, HR services, and financial services (procurement, payables, travel, and receivables).
- Answer a wide range of questions independently for departmental administration, faculty, and staff. Consult with College Specialists when necessary after gathering relevant facts, applying knowledge of departmental practices, and summarizing the situation.
- Initiate and monitor actions for business services on behalf of the department.
- Supervise departmental staff and provide other administrative services for the department as assigned.

College Specialist (Accounting Technician or HR Specialist):

- Maintain in-depth knowledge and serve as expert in areas of specialty within financial or HR services.
- Provide guidance to departmental BSCs. College Specialists should not work directly with departmental faculty, managers, or program directors. They may occasionally work with Heads or departmental administration in the absence of the BSC for urgent matters or in addition to the BSC for non-routine situations.
- Answer most questions independently. Consult with Business Officers, Assistant Dean for Finance & Administration, and University Specialists when appropriate after gathering relevant facts, applying knowledge of college practices, and summarizing the situation.
- Initiate, review, approve, and monitor actions at the college level.

Business Officer (HR Services or Financial Services):

- Maintain a broad and in-depth knowledge of matters related to HR or financial services.
- Manage HR or financial services within the college, supervise and train HR Specialists or Accounting Technicians, and ensure appropriate training is provided to Business Services Coordinators related to business services.
- Establish, continuously review and improve, and communicate college practices and processes. Interpret and communicate university policies related to business services.
- Ensure compliance to policies, rules, and regulations for business services.
- Work with College Specialists to prevent or resolve issues. Recommend comprehensive solutions for non-routine problems, consulting with Assistant Dean when appropriate.

*\*Business Services Coordinator is a title used in academic departments in the college. Non-academic departments have similar positions but with various titles.*