

POSITION DESCRIPTION

Position Title:	Membership Coordinator
Division:	OFSA Office
Reports To:	President and/or Board of Management
Last Updated:	April 2017

PURPOSE OF POSITION:

The Membership Coordinator assists the Board of Management in its responsibility for the governance of the association and manages the day-to-day operation. This position reports to the OFSA President and to the Board of Management. As a key member of the OFSA Team, the primary role of the Membership Coordinator is to effectively manage the day-to-day operations of the OFSA office and provide the needed support and input for effective governance of the OFSA.

KEY RESPONSIBILITIES:

- Assists the Board of Management in its responsibilities for the governance of the organization
- Supports OFSA's committees for continuity and assisting with the responsibilities of the committees
- On a daily basis, provides the highest level of Customer Service in responding to and supporting the membership
- Oversees the management, daily functions and activities of the Association and its staff and volunteers
- Full knowledge of the operations of the Association, i.e. membership database, etc.
- Facilitates the transition of annual outgoing President and incoming President as well as new members of the Board of Management into their respective roles ensuring continuity of leadership and a smooth uninterrupted transition from one board to the next
- Participates actively in the financial management of the organization
- Promotes and increases the organization's visibility and recognition
- Maintains metrics in relationship to membership levels
- Creates a motivational work environment to enhance employee/volunteer satisfaction and productivity

DUTIES:

- Manages the day-to-day operations of the association in order to reach the business and service visions of the association and its members
- Communicates with members via phone, email or in person and provides responses to inquiries in a prompt and competent manner
- Assist in developing programs and services that work towards the vision, within the policy guidelines set by the Board of Management
- Communicates Board of Management policy decisions to staff and committees
- Takes and records minutes from Board of Management and some committee meetings
- Supports Board of Management and Operating committees
- Plans and organizes the Mid-Year Meeting, Annual Convention, Trade Show, Professional Development Sessions, etc.
- Updates and maintains Association's online media presence as instructed
- Provides passwords for the On-Line Education
- Regular updating and maintenance of the Association website

Financial Management

- Implements the Board of Management's policies for the allocation and distribution of resources
- Ensure that the Association is managed and governed in a fiscally responsible manner
- Process Insurance Receivables and Payables
- Reconcile Monthly Bank Statements
- Review Investments with the President, Vice President and Secretary/Treasurer when GIC terms ends
- Process bi-weekly Payroll and Payables

Risk Management

- Oversees risk mitigation for legal, regulatory and professional requirements for a charitable organization
- Ensures adequate insurance for Director's liability and office facility
- Ensures practices are up to date and in keeping with Employment Standards Act, Human Rights, Health and Safety, AODA and other legal standards and legislation, as appropriate
- Maintains and updates By-Laws, Financials, etc., ensuring accuracy

Board Relationship and Collaboration

- Provides the President and Board of Management with relevant and current information for its consideration regarding governance decisions;
- Provides strong and clear communication through established written reports to the Board, in addition to verbal reports and discussions at regular Board meetings;
- Ensures that the Board President or delegate is informed of any risk exposure that has the potential to cause harm to OFSA in a timely manner;

Advocacy Management

- When requested, participates in networking and community relations activities on behalf of the Association
- Acts as an advocate for the Association and its programs to the membership
- Works with key external stakeholder groups, as required

SKILLS, KNOWLEDGE AND ABILITIES:

- Experience in planning and organizing conventions and trade-shows
- Excellent communication skills including public speaking, workshop presentation skills and computer skills
- Superior customer services and interpersonal skills with the ability to deal effectively at all levels; applying mature judgment and exercising tact, discretion, confidentiality and diplomacy with others
- Ability to balance long-term objectives and activities achieving day-to-day operational goals and expectations
- Ability to deal with confidential and highly sensitive issues and interact with people at all levels within the organization/public/vendors and members
- Strong computer knowledge that supports electronic information management (Microsoft suite of products, various management software programs, website management software products and extensive knowledge of financial software, preferably SAGE Accounting software)
- Proven experience in financial management, ideally in a not-for-profit enterprise
- Effective and courteous communications with the Board of Management, members, staff and the public
- Ability to maintain information in a highly confidential manner as it relates to Board decisions, OFSA financial information, employee information, members, vendor relationships, etc.

EDUCATION:

- Completion of a post-secondary certificate in Business or Administration
- Knowledge of the Funeral, Burial and Cremation Services Act 2002 and its Regulations;
- Knowledge of the Funeral Establishment Act 1990

LICENSES & CERTIFICATES:

- Valid Class G License and appropriate insurance
- Current WHMIS, AODA and Health & Safety Training

WORK EXPERIENCE:

- 5+ recent years as a Senior Manager in a similar or related position
- 5+ recent years in a supervisory role
- Experience working in a not-for-profit or funeral home/cemetery operation, preferred but not required

WORK INTERRUPTIONS:

- Regular distractions which interrupt concentration
- May be required to work extended hours during peak or demanding periods
- Some local and long distance travel will be required (i.e. annual convention)

DECISION MAKING AND PROBLEM SOLVING:

- Regular decisions following a general set of procedures and policies
- Solves problems directly related to defined duties or assisting Board of Management, Members and/or the public

MANAGEMENT OF OTHERS:

- Offers direction, instruction and training to office support staff in a collaborative and professional manner

LIFTING & CARRYING:

- Occasional lifting and carrying required (i.e. convention materials)

WORKING ENVIRONMENT:

- Typical indoor office environment with limited disagreeable elements