

## **ST. JOHN COUNCIL FOR ONTARIO POSITION DESCRIPTION**

**Position:** Divisional Member Services Coordinator (volunteer)  
Patient Care Provider Division

**Reports To:** Divisional Superintendent

**Position Requirements:** Experience in volunteer sector management and leadership development an asset.  
St. John Ambulance Community Service experience preferred.  
Current information management experience e.g. computer skills  
Excellent communication, interpersonal and customer service skills.  
Solid organizational and problem-solving capabilities.  
Knowledge of membership policies, and processes, including those related to financial management.  
Knowledge of honours, awards and member recognition systems.  
Able to adapt to a flexible volunteer schedule.

---

### **Position Function:**

To manage, support and facilitate Divisional Member Services initiatives.

### **Position Description:**

Provide direction and support related to information management and membership development.

Responsible for the implementation of information management training programs as they relate to the Member Services role.

Coordinate, in cooperation with the Community Services Department of Council and the Provincial/District Member Services Coordinators, information management initiatives, including:

- the maintenance of current, accurate personnel records;
- the monitoring honours, awards and member recognition;
- program and resource information and materials;
- information relative to meeting administration;
- Community Service policies and procedures;
- internal and external communications;
- Community Service events and activities;
- acquisition and distribution of information relating to membership and/or community resources;
- assistance with the preparation and maintenance of Community Service related budgets.

Assist with the development of Divisional Community Service honours and awards initiatives.

Assist with the development and implementation of Divisional Community Service automation initiatives.

Assist with the development of the Divisional Community Service budget as it relates to member services and associated initiatives.

Assist with the development and distribution of Divisional Community Service communications and publications.

Maintain liaison with Community Services Department of Council and the Provincial/District Community Services Staff on member services issues.

**Other Duties:**

Assist with Divisional leadership development initiatives.

Actively participate as a member of the Divisional leadership team, and ad hoc committees, as required.

Carry out other responsibilities as assigned by the Divisional Superintendent.