

ST. JOHN COUNCIL FOR ONTARIO POSITION DESCRIPTION

Position:	Area Member Services Coordinator (volunteer)
Reports To:	Area Commissioner
Position Requirements:	Experience in volunteer sector management and leadership development. Brigade experience desirable. 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 and willingness to travel.

Position Function:

To manage, support and facilitate Area Member Services initiatives.

Position Description:

Provide direction and support to Divisional Member Services Coordinators related to information management and membership development.

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

Responsible for the development of Divisional Member Services Coordinators.

Coordinate, in conjunction with the Area Commissioner and Divisional Superintendents, the activities of the Divisional Member Services staff.

Coordinate and support, in cooperation with the Brigade Community Services Department of Council, Area information management initiatives, including:

- the monitoring honours, awards and member recognition;
- program and resource information and materials;
- the maintenance of current, accurate personnel records;
- information relative to meeting administration;
- Brigade policies and procedures;
- internal and external communications;

- Brigade events and activities;
- acquisition and distribution of information relating to membership and/or community resources;
- assistance with the preparation and maintenance of Brigade related budgets.

Assist with the development of Area Brigade honours and awards initiatives.

Assist with the development and implementation of Area Brigade automation initiatives.

Assist with the development of the Area Brigade budget as it relates to member services and associated initiatives.

Assist with the coordination of the development and distribution of Area Brigade communications and publications.

Maintain liaison with the Provincial Member Services Coordinator, the Brigade Community Services Department of Council and the Area Brigade Staff, on Brigade member services issues.

Other Duties:

Assist the Area Officer responsible for leadership development with the development and implementation of related initiatives.

Actively participate as a member of the Area Staff, and ad hoc committees/working groups, as required.

Carry out other responsibilities as assigned by the Area Commissioner.