

ST. JOHN COUNCIL FOR ONTARIO POSITION DESCRIPTION

Position:	District [Area] Member Services Coordinator (volunteer)
Reports To:	District [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 District [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 District [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, District [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 District [Area] Brigade honours and awards initiatives.

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

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

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

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

Other Duties:

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

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

Carry out other responsibilities as assigned by the District [Area] Commissioner.