

National Association of Federal Retirees Calgary and District Branch

Title: Director, IT Support and Co-ordinator of Member Services

Role: As a member of the branch board, the Director IT Support and Co-ordinator of Member Services provides support to all IT functions and oversees branch volunteers providing support to members.

Working as an integral member of the branch board and accountable to the Branch President, and with the resources and support of the National Office volunteer engagement staff, the IT support and Co-ordinator of Member Services Director is responsible for ensuring that the branch has appropriate volunteer resources to maintain effective operations and well-functioning IT equipment and processes.

Activities:

The IT Support and Co-ordinator of Member Services Director is responsible for the following:

- Managing the branch IT assets and keeping them in good running order
- Supporting the branch board on the use of a centralized, cloud-based archive and file management system.
- Co-ordinating and overseeing the work of Branch volunteers
- Preparing a written report on the portfolio's activities and providing this report to the Secretary for inclusion with the meeting agenda.
- Developing and maintaining a succession plan for all key volunteer roles
- Ensuring volunteer roles have role descriptions which include key activities for that role, as well as general expectations, skills and competencies
- Supporting volunteer recruiting activities
- Supporting the onboarding and orientation of new volunteers
- Developing, documenting and maintaining processes relative to the role
- Providing flexible entry level volunteer opportunities, such as project, part-time and remote work
- Managing the branch Volunteer Recognition Program
- Managing volunteer records
- Monitoring branch member records in CRM to identify potential volunteers and cultivate them as appropriate

General Expectations:

- Respects and follows all Association and Branch bylaws, regulations and directives, including the Code of Conduct.
- Attend all Board meetings, assigned committee meetings and the Annual General Meeting
- Attending these meetings fully prepared in advance to facilitate the efficient running of the meetings
- Supervises and mentors an assistant (if applicable)
- Prior to vacating the IT Support and Co-ordinator of Member Services Director position, assists in recruiting and training a successor.

Skills and Competencies

- Knowledge of IT support and implementation processes
- Knowledge of general Human Resources management principles
- Knowledge of best practices in volunteer management and engagement
- Leadership skills
- Mentoring / coaching skills
- Ability to deliver presentations
- Excellent interpersonal and communication skills
- Knowledge of CRM
- Experience in working with laptops, computers and audio-visual systems