

## Job Description

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<b>Job Title:</b>	Membership and Volunteer Coordinator
<b>Department:</b>	University of Waterloo Staff Association (UWSA)
<b>Reports To:</b>	UWSA President
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	November 2022

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### **Primary Purpose**

The Membership and Volunteer Coordinator is responsible and accountable for member administrative activities and day-to-day operations of the UWSA office. This includes responsibility for membership and volunteer coordination, event administration, and financial management functions. This position also provides administrative support to the UWSA President and the UWSA Board of Directors. Director roles are elected or appointed approximately every three years and the President role is elected every year.

### **Key Accountabilities**

#### **Membership and Volunteer Coordination**

- Coordinates the development and delivery of an outreach strategy to welcome new members and engage existing members
- Develops and organizes comprehensive volunteer program to bolster volunteer recruitment, orientation, training, satisfaction, retention and recognition
- Serves as first point of contact to UWSA members (or potential members) seeking information on UWSA services, assistance, or confidential advice
- Monitors the UWSA membership list and is responsible for membership processing, volunteer tracking, and ensuring list accuracy
- Collaborates with UWSA Operations Team in developing and maintaining a comprehensive list of involvement opportunities throughout the organization and all campuses for individual and group volunteers and partnerships
- Establishes and implements onboarding and orientation program for new members, volunteers and committee members
- Supports President in on-boarding of Operations Team including President-elect
- Supports Board Chair in onboarding activities for all incoming UWSA directors
- Works with Communications Officer to develop content for social media, newsletters, annual reports, etc., to recognize volunteer contributions and to help promote the volunteer program
- Assists and advises on policies and procedures for members and volunteer positions
- Exercises high degree of confidentiality regarding UWSA information, documentation, and records
- Exercises sound judgement in highly sensitive situations

#### **Event Planning and Implementation**

- Leads a team of volunteers in organizing UWSA sponsored social events on campus and in wider community
- Creates financial report for each event for UWSA records
- Ensures outside vendor invoices are paid
- Ensures President is informed of all pertinent (or possible) event issues
- Researches and uses appropriate tools to manage events and event registration

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- Evaluates and reports on event success
- Ensures accurate records of events and meeting minutes
- Works with Communications Officer to develop content for social media, web site, newsletters, etc., to celebrate past events and promote upcoming events
- Prepares and manages the UWSA's social event budget

### **Financial Responsibilities**

- Oversees operating accounts for the UWSA
- Prepares monthly financial statement for review for the Treasurer
- Prepares a draft quarterly financial report for reconciliation against the Treasurer's quarterly report
- Executes all financial transactions
- Monitors spending of approved budgets and provides advice relating to expenditures
- Reconciles all UWSA receipts and expenditures
- Performs banking duties and monthly account reconciliations
- Monitors cash flow, manages chequing and savings account and investments and liaises with banking institutions
- Is one of the signing authorities on all UWSA accounts. UWSA has 1500+ members with an operating budget of over \$350,000.00
- Collaborates with external agency in process to prepare the annual financial review
- Collaborates with external Corporate Partners to develop sponsorships and fundraising opportunities
- Ensures the day-to-day financial activities of the UWSA are carried out according to best practices and procedures

### **Office Administration**

- Coordinates the day-to-day activities of the UWSA Office
- Maintains and controls the circulation of confidential documents and files
- Purchases office supplies, furniture, and equipment
- Arranges travel and registrations for UWSA Board and employee conference or other professional development attendance
- Supports the process for the Annual Meeting and any Special Meetings, and yearly election of UWSA Directors and President-elect
- Liaises with Corporate Partners to secure discounts and coordinates access to discounts and ticket sales for members
- Collaborates with UWSA President to ensure UWSA government and insurance agreements/documents are in compliance and reporting obligations are met
- Provides support to the UWSA Board of Directors, its standing committees, its ad hoc groups, and to all Operations Committees or Working Groups
- Schedules meetings and events and ensures the UWSA Board calendars are up to date with all UWSA sponsored activities and events
- Prepares reports as requested by the President

### **Other**

- Leads special Projects as assigned by the President
- Other duties as required

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### Required Qualifications

#### **Education**

- Post secondary degree or equivalent combination of education and experience in a field related to non-profit management and/or event planning
- Completion of an accounting software program or equivalent experience

#### **Experience**

- Administrative experience in a Higher Education environment, including working knowledge of institutional policies and procedures
- Minimum 3-5 years of experience in event planning and volunteer coordination
- Minimum 3-5 years of experience in an administrative role with a proven track record of success in office organization and financial bookkeeping responsibilities.
- 1-3 years experience in a member-based and/or non-profit organization
- Experience serving on and/or supporting committees

#### **Knowledge/Skills/Abilities**

- Understanding of volunteer engagement theory and best practices is an asset
- Strong organizational, analytical, customer service and communication skills (oral and written)
- Strong interpersonal skills with the ability to interact in a positive and supportive manner
- Independent judgement in areas of time management, task prioritization and decision-making
- Strong social media skills for membership and event promotion
- Commitment to human rights, equity, and inclusion
- Proven capacity to multi-task and handle a high volume of work
- Proven capacity for detail and accuracy
- Working knowledge and experience using website maintenance tools, specifically WCMS, event registration and survey tools
- Strong proficiency with all aspects of Microsoft Office 365, including Sharepoint
- Commitment to maintaining confidentiality
- Knowledge of Sage Accounting program, WCMS, and Excel

### Nature and Scope

- **Contacts:** Works closely with all UWSA members, UWSA Board of Directors and other UWSA staff Works with campus event staff and liaises and builds relationships with local businesses to obtain, clarify, and discuss information related to and promoting UWSA partnerships and discounts Liaises with Human Resources and Payroll staff to resolve membership issues and ensure accurate records and dues Communicates with Finance Office to obtain, clarify and discuss financial information Works with the UWSA Accountant to obtain, clarify, and discuss financial information
- **Level of Responsibility:** This position works with minimal supervision and requires the ability to perform duties with relative independence and to seek input when needed This position has significant responsibility to oversee membership and volunteer activities. It also requires the ability to work well under pressure to ensure the smooth and efficient running of events It also requires the ability to work well under pressure to ensure the smooth and efficient running of events.
- **Decision-Making Authority:** Autonomy in most areas related to this mandate and sound judgement in deciding when to reach out to the UWSA President
- **Physical and Sensory Demands:** Extensive sitting with some lifting, carrying and /or handling objects. Extensive use of the computer and telephone The work at times involves deadline pressures and changing or multiple priorities with concurrent demand for thoroughness and accuracy The role involves periods of extensive sitting and concentrated use of visual senses The role occasionally requires lifting and transportation of portable banners and other event-related materials to various

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locations on campus and within the community It also requires the set-up and take-down of event locations which often includes moving and rearranging chairs and tables

- **Working Environment:** Typical of an office environment. At times, frequent distractions and exposure to staff members in distress as first point of contact for staff seeking advocacy and support UWSA facilities consist of four employee offices and one conference room in the Davis Centre Building on the Waterloo campus The role occasionally requires travel to other buildings or campuses, and extended and/or non-traditional hours in order to set up, oversee, and take down events both on and off campus