

Member Services Coordinator

Position Description

Established March 10, 2016

MISSION

To be a catalyst for girls empowering girls

PURPOSE

To provide coordination and oversight of the Provincial Training, Membership, and Public Relations/Communications Sub-Committees

ACCOUNTABILITY

Provincial Council

RESPONSIBILITIES

- Member of Provincial Council and Chair of the Member Services Committee and is an ex-officio member of each of the Training, Membership, and Public Relations/Communications Sub-Committees;
- Ensures that these sub-committees are established and populated;
- Communicates and engages Member Services committee members in plans and activities to support GGC's strategic plan;
- As the chair of the Member Services Committee, fosters a cooperative, creative and supportive environment;
- Ensures that meetings are regularly held by the Training, Membership, and Public, Relations/Communications sub-committees and that the chairs work collaboratively;
- Ensures the orientation of sub-committee members is appropriate and completed and that members meet the expectations of the position;
- Provides training and acts as a mentor for the chairs;
- Provides advice and direction to these sub-committees as needed;
- Facilitates communications with the Provincial Commissioner and/or designate and Council as necessary;
- Provides support in the completion of the sub-committee budgets and submits the budgets as required;
- Provides oversight and monitors the budgets of the sub-committee on a regular basis;
- Coordinates and advises Council of issues, initiatives, and needs after determination by the Training, Membership, and Public Relations/Communications sub-committees;
- Provides the communication conduit between the Provincial Training, Membership, and PR/Communications Advisers and the National Departments and co-ordinates linkages with Advisers in other Provincial jurisdictions; and,
- Performs other related duties as assigned.

EXPECTATIONS AS A MEMBER OF PROVINCIAL COUNCIL

- To act in the best interests of the Council as a whole rather than a particular location or personal interests;
- To contribute to the advancement of Guiding within the Provincial Council jurisdiction;
- To participate fully as a member of the Provincial Council on all matters under discussion;
- To maintain close communication with the Provincial Commissioner and Executive Committee to inform them of issues of importance as they arise;



- To prepare for and participate in all meetings by reading all pre-meeting documents, seeking clarification on an issue as needed, making decisions in the best interest of GGC, and respecting the Council's decision making processes and majority decision;
- To work collaboratively with all council members to ensure best management and stewardship of Guiding within the provincial jurisdiction; and,
- To participate on any Provincial Council review or assessment processes.

QUALIFICATIONS

- Ability to exercise critical, analytical, problem solving and decision making skills;
- Strong leadership skills;
- Strong communication, listening, and interpersonal skills with ability to communicate effectively via multiple media source;
- Ability to work with a team and independently;
- Ability to facilitate and chair meetings, solicit views, opinions, and advice, and navigate difficult issues;
- Understanding of and experience with membership growth and community development/outreach;
- Familiarity with various membership documents, including Code of Conduct, Adult Member Support Modules, criteria for membership, and Member registration processes;
- Understanding of adult training methodologies and practices;
- Familiarity with the various GGC training modules, training offerings and protocols;
- Knowledge of GGC communication protocols, products and mediums and an understanding of the role public relations plays in GGC; and,
- Familiarity with and appreciation for GGC's standards for managing a positive image.

TERM

Three (3) Years

