



POSITION DESCRIPTION

Position title: Member Services Coordinator - Cadet Division	Organizational Level Division, Responsible to Divisional Superintendent
Purpose of position: To ensure all records of divisional members are kept complete and current. The position is focused on proactive promotion of volunteer recognition and meeting members needs.	
Key responsibilities: To be responsible for but not limited to the following, (these tasks may be delegated but the responsibility still rests with the Member Services Coordinator): <ol style="list-style-type: none"> 1. To ensure that all new members complete an application form and screening process. 2. To keep up to date and accurate records on each member recording- enrollment status, requirements for membership, duty hours, proficiencies, first aid and BAP numbers. If this is delegated, you must know how the paperwork works and be prepared to assist in the upkeep. 3. To communicate with the Divisional Superintendent when certificates or awards are to be issued. 4. To coordinate uniform and first aid supplies - including ordering supplies via superintendent, ensuring members are outfitted appropriately given their age and skill level, to keep records on supplies distributed, to arrange to have items returned from members who have resigned. 5. Advise members about new programs, services, publications. Assist and give advice with completion of members record books as required. 6. To ensure that dues (if applicable) are collected in a timely fashion 7. To ensure that the monthly duty records are accurate and submitted on time, (if required). 8. To actively liase with the Area Member Services Coordinator. 9. To assist in the orientation of new members. 10. To assist other leaders within the unit to set up and schedule activities. 11. To assist in coordinating fundraising activities. 12. To provide a link for members to the Divisional Superintendent and to potentially make decisions in their absence. 13. To coordinate divisional information management initiatives. 	
Knowledge required: <ul style="list-style-type: none"> • To have the knowledge on or know where to find information on policies and procedures of the organization i.e. requirements of enrollment, requirements of membership, service awards, BTS, Grand Prior's badge, rank structure within the Division and Area, Duke of Edinburgh's Award, and fundraising. • To have knowledge of motivational, leadership, and management techniques. • To have knowledge of the administrative processes required to fulfill the responsibilities of this position. 	



<ul style="list-style-type: none"> To have sufficient brigade experience to fulfill these tasks. 		
<p>Skills and abilities required:</p> <ul style="list-style-type: none"> To be at least 18 years of age. To have communication and listening skills. To have problem solving skills. To be encouraging of all members to grow to their potential. To have effective delegation skills. To have team building skills. To be organized. Computer skills an asset. 		
<p>Contacts and relationships:</p> <ul style="list-style-type: none"> Reports directly to the Divisional Superintendent. Also liaises with the Area Member Services Coordinator. Attend Divisional NCO meetings Have regular contact with Superintendent during and between meetings. 		
<p>Commitment required:</p> <ul style="list-style-type: none"> To attend weekly or bi-weekly Divisional meetings, officer and NCO meetings, and the annual review or awards night. Time outside of this will be needed to attend to responsibilities. 		
<p>Resources available:</p> <ul style="list-style-type: none"> St. John Canada Instructions including Provincial and Area Directives Brigade Member's Handbook BTS Resource Guide First Aid Textbook Manuals: Proficiency, Camping, Drill, Uniform, Recruitment and Retention, National Leadership Manuals Duke of Edinburgh's Award Handbook The Divisional Superintendent and other Divisional Officers Parents Other NCO's Branch chair, members and staff St. John Council for Ontario Provincial Cadet Website, Cadets Online: www.sja-ontario-cadets.org 		
Date	Approved by	Signature