

CANMORE SENIORS ASSOCIATION (CSA)

CSA ADMINISTRATOR JOB SPECIFICATIONS AND DESCRIPTION - SUMMARY

1. Description

- a. Part-time position as an employee of the CSA
- b. Reports to CSA Vice President, but position is primarily self-directed
- c. There are two broad functions within the job:
 - i. Administration work supporting CSA overall operations, plus
 - ii. Rental administration

2. Hours of work

- a. The work hours shall not exceed 20 hours per week for a maximum of 50 weeks in the 12 months ending on June 30 of any calendar year. Core office hours usually between 10:00 am to 3:00 pm Monday to Friday, however some work may be performed remotely when electronic access permits and member needs do not require on-site work.
- b. OFFICE ADMINISTRATION: Work generally performed at the office.
- c. RENTAL ADMINISTRATION: This aspect of the job requires some flexibility in hours and work location. While portions of this role may be performed at the office or remotely (phone calls, email, filling in of forms), there is a need for the incumbent to attend the office to meet with clients (e.g., wedding organizer) to provide site tours, obtain payments, review checklists and related matters. This may occur outside of core office hours.
- d. Work hours may be adjusted for the office administrator as needed due to workload demands.

3. Duties

a. Office Administrator

- i. Assist with membership documentation and fees
- ii. Assist with book keeping activities
 1. obtain authorizations for invoice payment and cheque requisitions
 2. match invoices/receipts/proofs of payment against statements; verify accounts and class codes, etc.
 3. prepare month end envelope for bookkeeper
- iii. Manage, review and distribute incoming/outgoing email and regular mail
- iv. Maintain CSA online calendar of events, and calendar of room bookings (including CSA sponsored events and Rentals)
- v. Primary responsibility for composing the weekly newsletter (Paper Trail) using MailChimp web-based application, with the editorial assistance and guidance of a member of the board.
- vi. Assists in website management: monitors and edits the Home Page to achieve currency. Works with the volunteer website manager as needed to complete this work.
- vii. PC: performs weekly back-ups of hard drive content using one of three back-up USB drives in rotation
- viii. Coordinate outside contractors who do business with CSA.
- ix. Support Directors as required in carrying out some of their responsibilities, which are to be clearly defined, and may arise as CSA business operations change and evolve.
- x. May be requested, from time to time, to record Minutes arising at Board or certain Committee meetings
- xi. Promotion of the CSA internally and externally through media communications and face to face meetings with interested media personnel

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- xii. Office Volunteers: Arrange a schedule of and provide general direction, as needed, to the office volunteers.
- xiii. Other activities as requested or assigned by the CSA Board

b. Rentals Administrator - the Administrator is the face of the CSA to potential and confirmed users of the facility. The rental process may start with a web query, then rapidly progress to conversation (email and phone), followed by in-person on-site meeting(s). There are policies and procedures documented to assist the administrator, which are to be updated as process improvements are identified. Hall rentals are a significant source of revenue for CSA.

- i. Manage and promote hall rentals.
- ii. Keep hall rental website resource material current.
- iii. Manage facility bookings for both members' activity groups (e.g., Bridge, Pickleball, Happy Hours, etc.) and for external rentals.
- iv. Meet with potential clients (email, phone, on-site).
- v. Promote the range of hall/room rental offerings.
- vi. "Know your client", and identify any potential rental discount opportunities as per CSA policies and procedures (group discounts to be verified by Board member if at all questionable).
- vii. Complete all paperwork and follow documented policies and procedures.
- viii. Collect payments and deposits.
- ix. Refund deposits
- x. Update and reconcile all paperwork at each and every stage of change.
- xi. Keys - Distribute and collect back from renter.
- xii. Verify checklist completion by the renter
- xiii. Maintain up-to-date and balanced financial documentation relating to rentals (e.g. Contract Costs Summary sheets) and ensure accurate processing of monies received / paid out from the Rentals bank account. Ensure financial documents provided to the bookkeeper are complete.
- xiv. Carry out other related rental activities as assigned or requested by the CSA Board

4 Qualifications

- Solid interpersonal skills, with a warm and friendly personality, is a critical element of this role
- Empathic and patience needed in recognition of the varying ages and experiences of CSA membership
- Self-motivated and independent worker
- Experience working within a non-profit and/or charitable organization is valuable, especially in an office management role
- Solid verbal and written communications skills
- Diplomatic
- Numeracy, including basic financial, accounting or bookkeeping experience
- Organized with attention to detail
- Process oriented with process improvement skills

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- Computer literacy with range of Microsoft Office products (WORD, EXCEL, POWERPOINT); Database management (e.g., web applications such as Zone4); familiarity with use of Cloud storage (e.g., OneDrive) and electronic file structures.
- Knowledge of accounting software such as Quickbook online an asset
- Event planning
- Comfortable with multi-task job that can demand a temporary shift in work focus as various issues arise (e.g., membership matter; rental contact; facility maintenance issue; etc.)

5 Conditions of employment

Satisfactory References and a police check

Revision History

REVISION No.	DATE	APPROVED BY:	REVISION DETAILS
1.0	Apr 19, 2019	President	Original issue of document