

JOB TITLE :	MEMBERSHIP SERVICES AND ADMINISTRATION COORDINATOR
CATEGORY:	PERMANENT FULL-TIME (40 HOURS / WEEK)
LOCATION:	TAEKWONDO CANADA NATIONAL OFFICE 2451 Riverside Dr, Ottawa, ON
NAME OF INCUMBENT:	<u>VACANT</u>
DATE UPDATED:	7 JANUARY 2020
SALARY RANGE:	\$35,000 to \$40,000
IMMEDIATE SUPERVISOR:	EXECUTIVE DIRECTOR

JOB DESCRIPTION

The Membership Services and Admin Coordinator (MS&A Coord) is responsible for providing service to clients, developing and maintaining a Taekwondo Canada registration database, and providing administrative and logistical support to other staff members. Key responsibilities include (but are not limited to):

Administrative:

- Managing overall administrative activities for the office
- Answering incoming calls and general inquiries from members and the public
- Coordinating and scheduling meetings and appointments
- Organizing office operations and procedures
- Controlling correspondence and e-communications
- Maintaining confidentiality of sensitive and protected information
- Finding/maintaining suitable cloud-based services and developing/managing an office filing system
- Reviewing, approving and actioning supply requisitions
- Developing and maintaining procedures for retention, protection, retrieval, transfer, and disposal of records
- Producing reports, composing correspondence and drafting documents for review by ED and others
- Creating presentations and other management-level reports
- Making travel arrangements for ED and staff
- Developing and managing a Membership database and ensuring Members provide monthly registration updates
- Managing Kukkiwon applications, to include:
 - Receiving and vetting Kukkiwon (KKW) applications
 - Uploading KKW applications to the Kukkiwon Management System (KMS)
 - Receiving and vetting KKW Special Requests

TAEKWONDO CANADA

JOB DESCRIPTION

- Preparing and sending a Special Request package monthly
- Requesting bank transfer for KKW applications and the Special Request package
- Liaising with KKW to resolve issues
- Receiving certificates from the KKW and distributing to clubs
- Maintaining a tracking system to know whether certificates have been uploaded, sent to the KKW, received from the KKW and sent to clubs
- Other administrative duties or special projects as may be assigned from time to time

JOB SPECIFICATIONS**EDUCATION AND EXPERIENCE**

- Undergraduate degree in Business Administration and 1+ years of related office experience (can be as an intern) or 2-year Business Administration diploma with 3+ years of related experience or equivalent experience
- Other degree or diploma with completion of a one-year Business Administration certificate programme and related office management experience or equivalent
- Bilingual (English and French)
- Highly proficient with Microsoft Office Suite of products including Outlook, Word and PowerPoint
- Advanced skills with Excel
- Experience working with a database
- Excellent time-management skills, able to multi-task and prioritize own work
- Attention to detail and problem-solving skills
- Excellent interpersonal and communication skills

COMPLEXITY / ANALYSIS REQUIRED

Incumbent will be required to exercise judgement regarding the daily operations of the office. Issues related to health and safety, employee or volunteer complaints, or complaints from the general public or media will be escalated to the ED.

INDEPENDENCE OF ACTION

The ED will provide general direction with regard to expectations, but Incumbent will be required to execute. Incumbent must seek approval before making any financial expenditures outside of the approved budget. Incumbent is not authorized to bind the Association in any legal matter.

Incumbent will be directed to participate in the research and development of procedures and/or policies but approval must be sought by the ED and / or Board of Directors prior to enacting.

Incumbent will operate under the direction of the ED.

Incumbent will provide assistance to clients or will connect the client with the applicable staff member to provide assistance.

ACCOUNTABILITY

Significant attention to detail required when processing KKW. Errors will reflect poorly on the organization and create client dissatisfaction.

IMPACT OF DECISION MAKING

Provide support and guidance to members of the organization and the general public with regards to:

- Policy application
- Membership requirements
- KKW application procedures
- KKW Special requests

INTERNAL AND EXTERNAL RELATIONSHIPS

Daily or Greater

ED

Other employees / members of the Association

Weekly or Bi-Weekly

Directors

Members of the public

Suppliers and vendors

INSTRUCTION / TRAINING OF OTHERS

Incumbent may provide general guidance to Individuals and other employees in relation to administrative procedures.

WORKING CONDITIONS AND TRAVEL

Typical office environment. No untoward conditions. Very occasional local travel (2X per month).

FINANCIAL RESPONSIBILITY

Incumbent responsible for procuring office supplies within the provided budget.

Incumbent responsible for uploading invoices/receipts to the application reconciliation folder (MasterCard, PayPal or Purolator) for expenses and automatic deductions.

SUPERVISION OF OTHERS

No direct reports. Incumbent will participate in the research and development of policies and guidelines for approval by the Supervisor and Board of Directors as appropriate. Incumbent will review membership details monthly and forward to the ED.

I acknowledge that I have received a copy of this job description and have been given the opportunity to discuss it with the ED.

Signature of Incumbent

Date Signed

Signature of Supervisor

Date Signed