



CO-OPERATIVE HOUSING FEDERATION OF BC  
200-5550 Fraser Street, Vancouver, BC V5W 2Z4  
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www.chf.bc.ca

## JOB ADVERTISEMENT

**POSITION TITLE:** Member Services Assistant

**CLASSIFICATION:** Office and Program Assistant

**WAGE RATE:** \$20.93 per hour, plus benefits

**HOURS:** Thirty-five (35) hours per week (including some evening and weekend work and travel to the Vancouver Island)

**START DATE:** August 1, 2012

**REPORTS TO:** Manager of Human Resources and Administration

**LOCATION:** Vancouver office

**CLOSING DATE:** July 24, 2012 (*candidates outside the CHF BC bargaining unit*)

### GENERAL DESCRIPTION:

The Program Assistant (the “Assistant”) provides general administrative support in the CHF BC office, including support to other staff and committees. The Assistant is also responsible for planning events and activities to enhance services to the Federation’s members. The Assistant is responsible for the administration of the Federation’s charitable fund program. S/he works as part of a team with shared responsibility to serve members and contribute to the success of the Federation.

### RESPONSIBILITIES:

#### 1. Administrative Support

The Assistant provides administrative support to Federation staff, including word processing, photocopying, scanning and other jobs as directed. S/he performs a variety of other duties, including:

- providing administrative support to the Manager of Human Resources and Administration
- maintaining the co-op database and keeping the information current
- organizing monthly mail-outs, including arranging and supervising volunteer or casual help
- recommending and monitoring the annual budget for office supplies
- maintaining central files, including filing, setting up new files and archiving
- acting as backup to the Receptionist for responding to general inquiry emails
- other administrative functions as directed by the Manager of Human Resources and Administration

## 2. Event Coordination

The Assistant under general direction, coordinates and plans events and activities to enhance services to the Federation's members on the mainland and on Vancouver Island

- acts as the prime resource for promotion of events and activities and initiates, coordinates and/or participates in all efforts to publicize promotion of the Federation's activities, services and events
- responsible for organizing the logistics for CHF BC's semi-annual Education Conferences held on Saturdays in March and October
- assist in the promotion of the conference and handle all aspects of Conference enquiries and registrations by phone, email, website and fax, maintaining waitlists and making changes where needed
- responsible for organizing the logistics for CHF BC's semi-annual general meetings held on Saturdays in May and November
- assist in the promotion of the general meetings and handle all aspect of meeting enquiries and registrations by phone, email, website and fax
- responsible for organizing the logistics of joint delegate events including monthly meetings and an annual BBQ
- assist the Communications Director at monthly delegates' forums and other staff at occasional ad hoc meetings. Support includes meeting set-up, greeting people on arrival and taking minutes of meetings
- assist the Member Services Director in organizing and coordinating events for Vancouver Island members, including Vancouver Island Council meetings, Island education days, Vancouver Island education committee meetings, information sessions, open houses, trade fairs, and related events
- plans twice yearly general meetings and arranges for the provision of administrative services at the meetings. S/he prepares or revises meeting documents as needed, schedules mailings in advance of meetings and monitors/encourages registrations to ensure that quorum is achieved and members are well represented
- after each member event, compiling evaluations and comments, identifying areas for future improvement, debrief with other staff, send thank-you letters, ensure that all files and the website are in order
- prepare co-op billing and resource person payment requests for accounting
- co-ordinate all arrangements with the venue operators, ensuring that the budget is followed

## 3. Financial Administration

The Assistant prepares billing requests for delegate forums and annual meetings. S/he is also responsible for the bank reconciliation of the Disability Trust and the DVRF.

## 4. Charitable Fund Co-ordination

The Federation's charitable funds (Disability Trust and Domestic Violence Relief Program) are administered by CHF BC on behalf of the Community Housing Land Trust Foundation.

The programs provide loans to beneficiaries who cannot afford to pay for their shares when they move into a housing co-op by providing loans with no fee or interest to qualified persons. The program assistant will respond to inquiries about programs, process loan applications and co-ordinate the repayment of the loans to the Trust.

#### 5. Membership Services

The Assistant assists the Communications Director in processing new membership applications, maintaining a checklist to ensure all necessary tasks are completed. S/he also tracks membership renewals. The Assistant orders presentation plaques for special events and assists the Communications Director in administering and promoting The YES camp sponsorships.

#### 6. Reception Services

During the Receptionist's absences, the Assistant covers the reception desk and performs the duties outlined in the Receptionist's job description.

### **JOB REQUIREMENTS:**

1. Ability to attend evening events both on the mainland and on Vancouver Island is mandatory
2. Ability to meet intensive and changing deadlines
3. Ability to interact with board members and officials of government agencies

### **MINIMUM QUALIFICATIONS:**

1. Diploma in event management, PR, tourism, hospitality management, business administration, marketing or equivalent experience
2. At least two years experience in sales/marketing or event planning
3. Knowledge of event planning, public relations and marketing principles and practices, with related experience
4. Proven ability to develop project budgets and monitor expenditures
5. Proven ability to respond to sensitive matters and situations with discretion and diplomacy
6. Highly organized, with excellent planning and time management skills
7. Reliability, accuracy and attention to detail
8. Fast learner, able to take initiative and problem solve
9. Excellent interpersonal and member relations skills, including judgment, tact, integrity and patience
10. Excellent spoken and written English, including proofreading skills

11. Computer proficiency, including knowledge of Windows environments and advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook); Microsoft Dynamics or other CRM/database experience preferred

12. Experience with or knowledge of housing co-ops an asset

Please apply by submitting a cover letter and resume to [hr@chf.bc.ca](mailto:hr@chf.bc.ca) or by sending a fax 604-879-4611.