

POSITION DESCRIPTION

POSITION:	Co-op Services & Meeting Support Coordinator
CLASSIFICATION:	Coordinator
REPORTS TO:	Chief Operating Officer
ANNUAL WAGE RATE:	\$61,015.71 (starting) w annual and seniority increases
HOURS:	Thirty-five (37.5) hours per week (average)
REPORTS TO:	Chief Operating Officer
LOCATION:	Vancouver office (Option to work some days remotely)
CLOSING DATE:	October 11, 2022

GENERAL DESCRIPTION

The Co-op Services & Meeting Support Coordinator (the “Coordinator”) is part a team that supports the operations of member housing co-ops and their communities by providing meeting support, sound governance and management advice and promoting their active engagement with CHF BC’s programs and services.

The Coordinator will be part of a team that develops a comprehensive suite of services and will be primarily responsible for Co-op Services’ Meeting Support Service. The Co-op Services team engages with CHF BC’s members to support them with a commitment to good governance, principled leadership, financial sustainability and sound management. They will also track and analyse members’ use of CHF BC services in order to advise program directors on emerging trends and to inform the development or adaptation of member programs and services.

KEY RESPONSIBILITIES

Meeting Services Support Administration

- Establish and maintain an effective framework for the administrative support of the program by maintaining accurate and up-to-date records, preparing contracts and presentations and performing other duties as assigned by the Co-op Services Director
- Maintain and foster relationships with program consultants and co-op members to provide excellent customer service and maintain a positive reputation for CHF BC and its programs

- Under the direction of the Co-op Services Director, act as a resource to promote the Federation's Co-op Services programs and coordinate and participate in all efforts to advance the programs
- Field inquiries from co-ops that need meetings or workshops, and respond or refer as appropriate
- Provide technical support for scheduled meetings, workshops, webinars and other co-op services events
- Prepare materials for consultants and participants in accordance with CHF BC's style guide and ensure that the consultants are equipped for their presentations
- Assist in the co-ordination of the democratic operations of member meetings
- Train and mentor meeting support staff
- Schedule all meeting support staff
- Collaborate with Education department for meeting co-ordination and invoicing
- Work closely with the accounting department for financial transactions related to meeting support and approve invoices Maintain accurate records on CHF BC's CRM system for the Co-op Services program and its participants
- Contribute to and assist in the preparation of quarterly reports on the performance of the program
- Contribute to the activities of the program to ensure optimum efficiencies and devise methods to evaluate the effectiveness of the program
- In collaboration with the Co-op Services Director, evaluate program effectiveness to develop improved methods and recommend appropriate action

Member Advice and Resource Development for Members

- Participate in responding to inquiries from co-op boards and co-op members on general governance and management issues
- Assist the Co-op Services team in researching best practices in sound management, good governance and principled leadership as well as assisting in developing and updating CHF BC's programs and services to reflect best practices guided by the co-operative principles
- Assist in the development of resources applying consistent language and efficiency to better enhance CHF BC's engagement with its members
- Assist in the development of online and other resources to reinforce sound management, good governance and principled leadership for housing co-ops and their directors and members

Co-op Services

- Facilitate and engage our members both in person and through virtual meeting platforms, creating opportunities to build trust between CHF BC and members

- Work collaboratively to implement a comprehensive and responsive suite of services that supports CHF BC's efforts of growing a community of permanently affordable housing co-operatives
- Engage members from a holistic business perspective supporting them in establishing policies and procedures guided by the co-operative principles
- Collaborate with staff to provide intensive support and advisory services, as required
- Assist to stabilize sensitive or critical issues that may negatively impact the public profile of co-op housing
- Support in the development delivery of member resources for new housing co-ops
- Assist in the development and delivery of new program services
- Maintain a working familiarity with current and future issues facing housing co-ops and the broader community housing sector

Database Management

- Assist in the stewardship of the CHF BC and membership database: new entries, changes, maintenance, queries, reports, records, and output.
- Contribute to the maintenance of an accurate membership database and website to support the work of program teams and recommend updates to best meet the needs of CHF BC staff and members
- Carry out related duties, as required

KNOWLEDGE

- Undergraduate degree in communications, public relations or similar area of study
- Working knowledge of Federal and Provincial programs and legislation affecting housing co-operatives
- Experience working with housing co-ops and applying good governance and sound management policies and legislations would be an asset
- Experience in planning, preparing and delivering training workshops
- Knowledge of the governance and management issues facing housing co-ops provincially and nationally and a proven ability to provide assistance to co-ops in those areas
- Volunteer or professional experience in a non-profit is an asset
- Working knowledge of a variety of virtual meeting platforms and platform capabilities
- Familiarity with other sectors of the Canadian co-operative movement and other social housing sectors

SKILLS

- Advanced Excel skills, working knowledge of database and client relationship management (CRM) systems

- Strong writing, editing and demonstrated ability to manage communication on print and web
- Photoshop, website creation/editing, photo and video editing skills would be advantageous
- Time management skills, detail orientated and the ability to set priorities
- Excellent interpersonal skills, with a focus on oral and written presentation skills as well as consultative approaches to relationship management
- Experience in engaging stakeholders at different levels
- Ability to transfer knowledge of best practices in housing co-op governance in a practical and user-friendly format

ABILITIES

- Attention to detail and proven ability to analyze data to check for errors and inaccuracies
- Demonstrated commitment to the growth and development of the non-profit co-operative housing movement in Canada
- Ability to provide high quality service to members
- Excellent interpersonal, diplomacy and conflict resolution skills
- Ability to work independently and as part of a team.
- Passionate about co-operative principles and working for a value based organization

CONDITIONS OF EMPLOYMENT

This position is based in the Vancouver office with the option to work remotely for 2-3 days per week. The average work week is 37.5 hours over 5 days with work outside of regular office hours (i.e. evenings/weekends).