

National Association of Federal Retirees

Calgary and District Branch

Title : Communication and Member Services Support

Role : The Branch Communications and Member Services Support Director shall support the Board and members by maintaining the Branch membership database and assisting with Branch email, publications, and other duties as assigned.

Activities :

The Branch Communication and Member Services Support Director is responsible for the following:

- Maintaining Calgary and District Branch member accounts in CRM
- Monitoring and managing Branch email to ensure responses by the appropriate Director
- Maintaining the branch website with timely postings and updates
- Co-ordinating the publishing of 4 Branch newsletters per year
- Managing the Board's use of the Better Impact Software
- Generating reports based on CRM records as per requests from the Board or Volunteers

General Expectations

- Respects and follows all Association By-laws, regulations and directives, including the Code of Conduct and branch by-laws.
- Attend all Board meetings, assigned committee meetings and the Annual General Meeting
- Attending these meetings fully prepared in advance to facilitate the efficient running of the meetings

Skills and Competencies

- Strong leadership, communication, and interpersonal skills
- Basic computer skills - a working knowledge of email, Word, and Excel, Zoom platform
- Ability to work independently or with a team