



**Manitoba Child Care Association  
Position Description**

**Membership and Management Support Staff**

The Membership and Management Support Staff (MMSS) is an all-encompassing administrative role that performs assignments delegated by the management team of the Manitoba Child Care Association based on long- and short-term organizational objectives. The management team consists of the Executive Director, the Assistant Executive Director and the Finance and Accounting Manager.

The MMSS is required to maintain confidentiality and professionally interact with the public, staff, and community stakeholders. It is paramount that the incumbent keeps the mission and mandate of MCCA at the forefront of performing their job duties, representing the organization both internally and externally.

The MMSS is responsible for filtering and attending to day-to-day functions as determined by the management team; the primary responsibilities are generally categorized as follows:

**A. COMMUNICATION:**

- Answer and respond to phone calls, communicate messages and information to the management team according to a pre-defined set of guidelines.
- Draft communications on the behalf of the management team, within an established set of guidelines.
- Take meeting minutes as requested by staff liaison to committees and circulate for review.
- Help ensure the effective sharing of information between the management team based on internal communication protocols.
- Draft, review and send communication pertinent to membership drive strategies, inquiries, questions, concerns, suggestions.

**B. COORDINATION:**

- Organize and prepare for meetings, including gathering updates for the Board and Committees, any other documents, and handling logistics related to meetings.
- Manage and oversee registration and participation of external events as required.
- Coordinate special projects as assigned.

### **C. MEMBERSHIP SUPPORT**

- Focus on membership drive strategies within MCCA's current strategic plan in both urban and rural Manitoba.
- Engage with new and potentially new members.
- Determine the needs of new and potentially new members.
- Establish relationships with potential new centre members and attend staff meetings to provide resources and information about MCCA.
- Maintain oversight over membership data base and licensed facilities (home and centres) within the province of Manitoba.
- Coordinate regional visits for the Executive Director/Assistant Executive Director/MCCA President.
- Act as a liaison between Regional Coordinator/Chairs to determine membership needs.

### **D. OTHER:**

- Manage excel sheets, prepare draft reports, and other administrative requirements for the management team.
- Maintain various records and documents including organizational policies, security protocols, and confidential files.
- Maintain accurate organizational contacts including but not limited to government, CCCF, and the Board.
- Support management team as required at MCCA events (i.e.; professional development event supports such as conference(s), workshops, Week of the ECE events etc.).
- Other duties as determined and assigned by the management team.

### **QUALIFICATIONS:**

Language Requirement: Written and oral fluency in English. Bilingual (French/English) is considered an asset.

Education and Experience Requirements: A diploma, degree, or equivalent, in administration or relevant discipline. Experience in a similar or related role is desired; relevant combination of skills and experience will be considered on a case-by-case basis.

### **Required Skills and Abilities:**

- Excellent verbal and written communication skills including demonstrated ability to compose a variety of documents with accuracy and professionalism.
- Time-management skills including the ability to multitask and manage multiple priorities.
- An exceptional ability to pay attention to detail.

- Full knowledge of the Microsoft Office Suite.
- Basic knowledge of Board Governance and/or Board reporting.
- Ability to develop processes to ensure efficiency and ease of access to information.
- Relationship building and interpersonal skills.
- Must be a proactive self-starter.
- Able to exercise sound judgment.
- Comfortable speaking with a wide variety of external and internal stakeholders.
- Demonstrated problem solving and critical thinking abilities.
- Ability to be highly organized, flexible, innovative, and able to function in a fast-paced work environment
- Must have use of a reliable vehicle during work hours
- The ability to work some evenings and/or weekend hours as required to support MCCA events.

**Benefits:**

- 3 weeks-vacation after one year of service.
- Cost shared group benefits plan with Health Source Plus.
- Employer contribution to RRSP plan beginning in the 2<sup>nd</sup> year of employment.
- After 12 months of continuous service, 3 paid days off between December 24 and January 2 as the office is closed.
- Easter Monday, Terry Fox Day, Truth and Reconciliation Day, Remembrance Day and Boxing Day recognized as paid days off.

Standard work hours are between 8:00 am – 4:00 pm, Monday – Friday. Hours associated with the Membership and Management Support Staff position are flexible and will support the work of the management team and MCCA events. Each employee may choose up to 100 days in each calendar year on which to vary start time between 7:00 am – 9:00 pm and their finish time between 3:00 pm and 5:00 pm. Employees are expected to work 7 hours on the days they choose flexible work hours.