

Title:	Membership Secretary/Director
Work Credit:	Full hours in dining (half hours in dining as Membership Secretary/Director-elect the year before office) Choice of housing and dining co-op
Payroll:	Stipend equal to \$3,600 per semester (less taxes)
Time Required:	40-80 hours/month (10-20 hours/week); more time during beginning of semester and during spring lottery
Responsible to:	OSCA Board, President, General Management Team, General Membership, Personnel Committee
Support People:	Officers, Housing Coordinator, Accessibility Committee Coordinator
Elected by:	General Membership in early Spring
Sit on Appointments:	Accessibility Committee Coordinators, Cleanliness & Maintenance Coordinators (one Operational Officer), Education & History Coordinator (one Officer), Education & Training Coordinator (one Officer), Housing Coordinator, Nutrition Coordinator, Operations Managers (one Operational Officer), OSCA/College Liaison (Rent Contract negotiation years), Sexual Harm Information Liaisons, Winter Term Officers

General Responsibilities

As Director of Membership

- Work to keep OSCA co-ops functioning at their capacities; handle the wait list and changes in membership. Download and keep record of release requests, waitlist additions/changes/removals, and process theme co-op applications.
- Keep the Membership and potential members informed about the wait list and membership policies, usually through e-mail.
- Facilitate the annual membership lottery in collaboration with the Business Coordinator.
- Examine and thoroughly learn membership policy and work with the Board of Directors to improve it.
- Be familiar with the dining and housing membership contracts. Be prepared to hold members accountable to their contract(s).
- Read the OSCA Rent Contract; perform any duties related to membership that appear in the contract.

As an Officer of the Corporation

- Meet weekly with the other Officers.
- Work with the other Officers to deal with complex or difficult situations in OSCA.
- Serve as an administrator and ensure that OSCA is meeting its legal and contractual obligations.
- As one of the four Officers, one of your jobs is to act as a direct supervisor to OSCA's employees. In this capacity, meet with each of them on an as needed basis to set up lines of communication and mutual understandings of support
- Each semester, complete an evaluation form for each employee and submit them by the required deadline.

Specific Responsibilities / Timeline

As Director of Membership

Spring (after election):

- 1) Get access to the Membership account on the OSCA server. Begin reviewing documents and past communications as early as possible to help in your training.

- 2) Become familiar with the OSCA Google Drive. You will be using this to keep track of membership changes, the waitlist, capacity numbers and individual co-op lists.
- 3) Contact one All-OSCA Accessibility Committee Coordinator, one Sexual Harm Information Liaison, and the Housing Coordinator to select the Harkness Apartment resident.

Summer:

- 1) Your term officially begins on the 1st of June. Get access to OSCA email account or be accessible via email as much as possible over the summer to help Staff prepare for early arrival and to address any unforeseen management issues that may arise. Stay in touch with the other Officers and the OSCA office over phone, email, etc. to discuss plans for the year and to address any issues that come up.

At the start of each year:

- 1) Plan to arrive to campus early to help prepare for the upcoming year by ensuring that the office is set up with the proper files in place.

At the start of each semester:

- 1) Make sure HLECs and interim DLECs have up-to-date lists of members in their co-ops.
- 2) As soon as co-ops appoint membership coordinators (and/or missed job coordinators), meet with them to train them on the job lottery, missed job procedures, work chart construction and maintenance, and all other elements of their jobs. Make sure they are familiar with change dates and urge them to explain release requests and co-op switches to their membership via email and during announcements. Also ensure that they sign confidentiality contracts.
- 3) As soon as possible, meet with the Housing Coordinator to train them in missed job procedures and grievance policy.
- 4) Meet with Housing Coordinator and HLECs to teach them about emergency housing policy, needs based singles policy, Harkness apartment policy, and the housing membership changes process. Instruct them to notify the OSCA account with any internal room switches as soon as possible after they occur (email them to check in about this every few months).
- 5) As soon as possible, meet with the Accessibility Committee Coordinators, Sexual Harm Information Liaisons, and Nutrition Coordinator to review accommodations policies and procedures.
- 6) Prepare an e-mail for the membership coordinators to send out to their membership with information about the wait list and how to leave OSCA. Work with Education Coordinators to better inform members of membership processes (for example, creating posters).
- 7) Provide the relevant All-OSCA staff (Treasurer, Operations, Food Coordinators) with individual co-op membership lists (on Google Sheets). Provide co-op DLECs (iDLECs), Treasurers, MemCos, FSCs, KitchCos and New Member Trainers with their individual co-op membership list *after* they sign confidentiality contracts. Remove iDLECs from this list once DLECs are elected.
- 8) Send each co-op membership coordinator the most current Lenny so they may note who in their co-op has an all-OSCA staff job.
- 9) Educate Staff on confidentiality policy and all-OSCA missed job procedure.

Each week (some tasks will be performed bi-weekly late in the semester):

- 1) After the first month of each semester, e-mail the top 15 students on the wait list using the "membership sample email" on every Monday of a membership change week to advise them that they are on the top of the wait list and notify them of the deadline to remove themselves if they no longer want to be assigned to a co-op.
- 2) With the Business Coordinator, collect release requests and waitlist preference changes; add people wishing to leave OSCA, those switching co-ops, and those joining OSCA to the membership changes report.
- 3) Fill vacated spots with students from the wait list. Keep track of new and returning student capacities. Establish a system for waitlist updates with the Business Coordinator.
- 4) With the help of the Business Coordinator, prepare final membership changes report; password protect document and e-mail changes to the Office of Residential Education & Dining Services by Thursday morning.

- 5) Send "Welcome to OSCA" or "Co-op Switch" emails to new members as soon as ResEd returns the membership roster, but before the effective date at the latest (the Monday after each change date). Update the individual co-op Google Sheets and notify those shared to the Google Sheet of the changes.
- 6) With the help of OSCA employees, keep track of which members have signed membership contracts; keep membership coordinator abreast of who have not in order to ensure all members sign contracts on the individual co-op Google Sheets.
- 7) Reach out to the Education Coordinators monthly to inform them of Board and GMT issues relevant to their jobs. Support them through their Education initiatives.

Every few weeks:

- 1) Check in with co-op membership coordinators to see how their co-ops are doing with regard to work charts, missed jobs, etc.

At the End of Fall Semester:

- 1) Keep track of changes for the upcoming semester. Dining and Housing spaces can be filled over Winter Term.
- 2) Train Winter Term Membership Secretary.

Each Spring:

- 1) Work with the Business Coordinator to plan and execute the annual membership lottery held in Spring. Use the lottery timeline and manual as a guide.
- 2) In collaboration with the Treasurer, coordinate annual lottery membership deposit day for accepted members to pay advance deposits and sign membership contracts.

As Necessary:

- 1) Chair the Harkness Apartment Committee or Emergency Housing committee as needed (other All-OSCA staff that sit on these committees are able to do this as well).
- 2) Chair grievance committees.

At the End of the Year:

- 3) Revise membership coordinator and missed job coordinator training manual.
- 4) Revise Membership Secretary manual.
- 5) Revise lottery manual with Treasurer.
- 6) Create Google Drive Membership Folder for following year (upload this, as well as past folder, to server).

As an Officer of the Corporation

Meeting and Regular Duties

- 1) Each semester, attend the Board Retreat and all OSCA Board meetings.
- 2) Serve as a member of the General Management Team and attend weekly meetings.
- 3) Sit on the Personnel Committee and attend weekly meetings.
- 4) Meet weekly with the other Officers.
- 5) Hold regular weekly office hours.
- 6) Be accessible to OSCA members by phone, email, or appointment.
- 7) Sit on the OSCA Foundation Board of Directors and attend all Board meetings.
- 8) Attend monthly meetings with College Deans.
- 9) Attend Housing meetings with the College twice a semester.
- 10) Attend SHIL meetings with the College twice a semester.
- 11) Attend Dining Committee meetings with the College twice a semester.
- 12) Attend Facilities meetings with the College when relevant (e.g. when the agenda will discuss membership problems, commencement procedures, etc.)
- 13) Submit monthly stipend reports to the President for presentation to the Board (September, October, November, December, February, March, April, May).

Early Spring:

- 1) Recruit candidates to run for Membership Secretary/Director; give the Membership Secretary-elect a thorough training throughout Spring semester.

At the end of the Year:

- 1) Revise this job description.
- 2) Submit a year-end report at the end of your term as a GMT member (see continuing policy for specific details on the structure of your report).
- 3) Summarize membership activities at the end of the year in the Annual Corporate Report.
- 4) Save all electronic files relevant to your position on the OSCA server before the end of the year.
- 5) Create a new folder on the Google Drive for membership documents for the following year.

General Advice

- **Communication:** Stay in communication with membership coordinators, the other Officers and OSCA Employees. Ask for help if you need it; ask others to contact you right away if they need help. If you have free time, ask if anyone in the office needs a hand. Be sure to frequently check e-mail, your mailbox and the mailbox on the office door.
- **Professionalism:** Always be professional. Even if members or parents are rude or upset, respect always helps.
- **Knowledge:** Know your job and OSCA policies but never guess. If you are not sure of a policy, look it up.
- **Good Judgment:** Always use good judgment; always maintain confidentiality.
- **Be prompt:** Don't wait until the last minute to answer emails, stay on top of your membership lists, change dates, etc.

Future Goals

- Work with Business Coordinator to automate waitlist processes
- Work with Business Coordinator to make housing and dining contracts virtual
- Continue to work with EdCos on updating the website; make sure membership processes are clear on the website
- Beautify the website, or hire someone to do this!

Approved by the Personnel Committee