

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
Support People:	Officers, Housing 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 Offense Policy Advocates, Winter Term Officers

General Responsibilities

As Director of Membership

- 1) Work to keep OSCA co-ops functioning at their capacities; handle the wait list and changes in membership.
- 2) Keep the Membership and potential members informed about the wait list and membership policies, usually through e-mail.
- 3) Facilitate the annual membership lottery.
- 4) Examine and thoroughly learn membership policy and work with the Board of Directors to improve it.
- 5) Be familiar with the dining and housing membership contracts. Be prepared to hold members accountable to their contract(s).
- 6) Read the OSCA Rent Contract; perform any duties related to membership that appear in the contract.

As an Officer of the Corporation

- 1) Meet weekly with the other Officers.
- 2) Work with the other Officers to deal with complex or difficult situations in OSCA.
- 3) Serve as an administrator and ensure that OSCA is meeting its legal and contractual obligations.
- 4) 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 each semester to set up lines of communication and support that work for all parties.
- 5) Arrange for check-in meetings with each of the employees to confirm effective lines of communication and mutual understandings of support.
- 6) 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.

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. 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.
- 5) As soon as possible, meet with the Accessibility Committee Coordinators, Sexual Offense Policy Advocates, 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.
- 7) As co-ops elect positions, verify with other staff that those co-ops are members of the co-ops they are elected in.
- 8) Send each co-op membership coordinator a list of people in their co-op with all-OSCA staff jobs. Update this list as changes occur.
- 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 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 help of OSCA employees, collect dining and housing change notification information from the Office Staff; add people wishing to leave OSCA to the membership changes report.
- 3) Fill vacated spots with new members from the wait list. Establish a system for waitlist updates with the Business Coordinator.
- 4) With the help of OSCA employees, prepare final membership changes report; password protect document and e-mail changes to the Office of Residential Education & Dining Services.

- 5) Send confirmations to new members and departing members. Notify co-op DLECs, HLECs (as needed), membership coordinators, new member trainers, FSCs, and missed jobs coordinators of members entering and leaving the co-op.
- 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.
- 7) Meet bi-weekly with the Education Coordinators to inform them of Board and GMT issues relevant to their jobs. Assist them with planning Education Committee, Orientation New Member training, Fall Iron Chef, Fall NASCO Institute, Spring Prom, Spring alumni newsletter, Spring All-Roads events/tours, Commencement Alumni Picnic, and any other relevant happenings.

Every few weeks:

- 1) Notify those on the wait list of their current status and send instructions for getting off of the wait list.
- 2) 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 and fill empty housing spaces as necessary. Dining 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 time line as a guide.
- 2) Coordinate annual lottery membership confirmation day for accepted members to pay advance deposits and sign membership contracts.

As Necessary:

- 1) Chair the Membership and Housing Committee (or another committee if Membership and Housing has no business).
- 2) The Membership Secretary is responsible for ensuring that minutes are submitted to the Chair of the Board by the closest Monday after each Proposal Planning Committee meeting. Submit either a summary or full minutes of each of your committee's meetings to be included in the Board packet.
- 3) Chair grievance committees.

At the End of the Year:

- 1) Revise membership coordinator and missed job coordinator training manual.
- 2) Revise Membership Secretary manual.

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 Housing Committee and attend meetings when necessary.
- 8) Sit on the OSCA Foundation Board of Directors and attend all Board meetings.
- 9) Attend monthly meetings with College Deans.
- 10) Attend Housing meetings with the College twice a semester.
- 11) Attend SOPA meetings with the College twice a semester.
- 12) Attend Dining Committee meetings with the College twice a semester.
- 13) Attend Facilities meetings with the College when relevant (e.g. when the agenda will discuss membership problems, commencement procedures, etc.)
- 14) 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.

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, voice 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 Happy:** Enjoy your job; ask for help if you get stressed; be a positive presence in the office.

Approved by the Personnel Committee