



**POSITION DESCRIPTION**  
**Member Services Coordinator**

**POSITION DESCRIPTION**

<b>Position Title:</b>	Member Services Coordinator
<b>Reports to:</b>	Chief Executive Officer
<b>Term dates:</b>	March 2022 – September 2022 (seven month term position)

**POSITION SUMMARY**

Reporting to the Chief Executive Office, the Member Services Coordinator assists in the delivery of member services provided to the PARA membership, including Resident Physician Agreement compliance, well-being activities and Association meetings. This position requires excellent organizational skills, strong communication skills, office administration skills and an ability to work effectively as a part of a team.

**QUALIFICATIONS**

**Education:**

- An undergraduate degree or diploma, preferably in business administration, is an asset.

**Experience:**

- Two years related experience (or a combination of education and experience).

**Knowledge, Skills, and Abilities:**

- excellent written and verbal communication skills
- research and editing experience
- online communications experience
- strong time management and task management skills
- strong interpersonal skills
- ability to prioritize effectively in response to numerous and diverse challenges and demands in an environment of shifting priorities
- ability to identify and analyze problems and issues, and resolve them or develop alternative solutions
- ability to work in a consultative manner with internal personnel and external stakeholders, ensuring each party's needs are represented in the decision making process, resulting in win/win outcomes
- ability to work effectively in a team-based environment

## KEY DUTIES and RESPONSIBILITIES

### Office Operations

- Works with the other Member Services Coordinator (MSC) to complete daily operations of the PARA office, including being first point of contact for phone enquiries and managing the general PARA email account
- Works with the Communications Coordinator to maintain and update PARA's membership contact lists

### Association Meetings

- Directly responsible for coordinating resident physician representation and reporting on all internal and external meetings; this responsibility includes maintaining and updating PARA's external ambassador listings, sending out meeting reminders, and ensuring collection of appropriate reports
- Works with the other MSC to coordinate logistics for Assembly meetings and Executive Board in-person meetings
- Works with the other MSC to create the Assembly meeting package and keep minutes for the PARA Assembly

### Member Services

- Directly responsible for ensuring Resident Physician Agreement compliance records are maintained, including all on-call schedules, excess call reports and follow up
- Works with CEO to respond to member requests for letters to the Canada Revenue Agency related to payment of member dues
- Works with the other MSC to coordinate logistics for all PARA-sponsored wellness events
- Works with the other MSC to ensure Resident Physician Agreement compliance
- Works with the other MSC and the CEO to reconcile monthly AHS dues reports
- Works with the other MSC to manage the PARA Taxi Reimbursement Program

### General

- Coordinates and takes an active role in delivering the Association's presentations at academic half-days
- Other duties as required, including providing support to PARA's internal committees as directed by the CEO
- Takes direction from the CEO on all matters pertaining to the role as Member Services Coordinator

## ABOUT PARA

The Professional Association of Resident Physicians of Alberta (PARA) is the voice of the more than 1,700 resident physicians providing round-the-clock care to Albertans in outpatient facilities and acute care hospitals.

PARA provides effective representation for physicians completing further training in a residency program in Alberta. PARA advocates excellence in education and patient care while striving to achieve optimal working conditions and personal well-being for its members. <https://www.para-ab.ca/>

*PARA will be contacting candidates under consideration to arrange interviews by Monday, January 31, 2022.  
We thank all individuals for their time and interest; only applicants under consideration will be contacted.*