

# **National Association of Federal Retirees – Montreal Branch**

## **ADMINISTRATIVE ASSISTANT AND MEMBER SERVICES**

### **Office duties:**

- Responsible for office administration
- Present at the office 2 days a week (occasional teleworking) as approved by the executive committee
- Opening and locking up the office
- Preparation, supervision, and review of work carried out by volunteers
- Plan and place orders for office supplies, equipment purchases; produce various promotional items (bookmarks, documentation, etc.)
- Maintain links with Federal Retirees – National office and other branches

### **Secretariat and support for administrators:**

- Taking notes and drafting the minutes of the meetings of the Executive and the Board, the AGM and other meetings.
- Reservation of rooms, hiring caterer, and other preparations for meetings
- Coordination of pre-retirement training, preparing, and sending out kits, updating data for training
- Coordination of member reservations for the Annual General Meeting and the Christmas dinner and hospitality at events
- Organization of virtual events with Zoom and MS Teams
- Collaboration with and support to administrators in the performance of their duties

### **Intranet and Internet:**

- Update INTRANET content
- Prepare documents for the Federal Retirees – Montreal Branch website
- Manage the online store
- Prepare publications for Facebook
- Download videos and update the YouTube channel

### **Member services:**

- Handle information on the Public Service Health Care Plan and the Dental Care Plan; handle complaints and the action required in submitted cases
- Treat miscellaneous information on articles published in SAGE and the Montreal Branch Reports
- Update member files in the CRM (Customer Relationship Management)
- Transmit information to new members: registration and documentation
- Correspond with members on various issues affecting retirees
- Transmit renewal and membership checks received from members to the national office, record the details of the checks in the CRM, follow up when necessary

Handle Paysafe credit card payments for activities (AGM, Christmas dinner, etc.), send out reports, do follow-ups  
Produce statistical reports and follow-ups

Perform all other administrative duties to ensure the smooth functioning of the office