



Position Description: MASG Volunteer Leader for Membership Administration (“MA Leader”)

Note: This is a volunteer position

About the Mount Alexander Sustainability Group (MASG):

MASG is a beacon for sustainability in the region. We lead and innovate by:

- Advocating and campaigning
- Demonstrating with our priority projects that change is possible
- Building knowledge by providing an information hub and education service
- Acting as a community catalyst and enabler
- Building strong alliances and working in partnership with like-minded bodies

We are a non-profit, membership based organisation with tax deductibility status. Our main resources are our members, staff and volunteers and their inestimable knowledge, experience and generosity in giving their time and expertise, networks and money.

Our priority focus is energy – renewable energy, clean energy and energy efficiency. MASG also supports broader sustainability activities in which members are interested, such as food production, transport and waste. Enabling activities and building community capacity is a part of this support.

MASG’s commitment to community development and leadership is reflected in its non-hierarchical structure. Self- directing community-based interest groups, volunteer teams and projects are linked and supported through a Coordinating Group (CoG) which any member may attend and be involved in decision-making. Projects and activities are initiated and developed through a Mobilising Committee. MASG staff and volunteers participate actively in management through the Operations Committee. A small Committee of Management (CoM) is responsible for the accountability of MASG employment, funding and budget and strategy. All members, volunteers and staff may attend all MASG meetings.

About this Position:

The MA leader is the pivot for a strong and vibrant MASG membership, flypaper for all member enquiries and the swot for issues and concerns about membership.

We are seeking someone who knows that MASG **IS** its members, and who can quickly form a strong relationship with them. We want someone to help us make sure that we make it easy for people to join MASG, to stay with us and keep informed about our activities. The MA leader has great people skills and does excellent record keeping and follow-up with natural precision and thoroughness. The leader can direct and guide other volunteers to do this priority work. The applicant may be someone with a drive

and interest in developing their career in this field, or someone with well-established experience wishing to make a voluntary contribution to the community.

The MA leader works with the Coordinator and participates in the Operations Committee.

Role Responsibilities:

- Maintaining/developing systems for the following membership administration tasks:
 - Manage new and renewed memberships (records, receipts, banking and renewal reminders)
 - Maintaining an up-to-date membership database
 - Assisting with membership mail-outs
 - Preparing new membership lists for Committee of Management (Coordinating Group??) approval
- Alerting the Operations Committee to any issues regarding membership
- Assist with the organisation of member events
- Recruiting, training and supporting a team of volunteers to do some or many of the above tasks

Fun responsibilities:

- Contributing to a culture that is respectful competent creative accessible diverse inclusive diverse and transparent and fun
- Connecting people with MASG and people and people
- Brightening people's days
- Using fabulous skills for a worthwhile cause.

The expected outcomes

- People making membership enquiries have a friendly, helpful and efficient reception
- MASG can access membership records for events and mail-outs easily
- Members receive timely renewal advice and their membership renewals are processed quickly

Skill set

- Understanding of the priority MASG membership and
- Experience in maintaining records and basic administrative processes
- Ability to use spread sheets and email
- Experience in working with volunteers
- Understanding of MASG volunteer policy

Personal Qualities

- Keen and able to work in a culture that is respectful, competent, creative, diverse, inclusive open and transparent
- Ability to organise self and others
- Knows how to work independently and within a team
- Personable and helpful manner
- A low stress "can do" attitude
- Initiative, accountability and enthusiasm

Terms of engagement and understanding with MASG

MASG is small member-led organisation that encourage and relies on the participation of its members and supporters in all aspects of its operations. Volunteers are a respected, valued and important part of its ability to achieve its goals.

MASG volunteers are able to participate and contribute according to their capacity within all aspects of MASG activities and are encouraged to take a leadership role of small teams. Volunteer leaders are particularly welcome to contribute to the Operations Committee and to the CoG.

MASG commits to providing an environment that respects the individual effort, that follows best practice in volunteer resource management and occupational health and safety and which honours and recognises achievement.