



Position Title: Member Services Coordinator

Organization: Association of Part-time Undergraduate Students of the University of Toronto (APUS)

Reporting to: Executive Director

Position Type: Full-time, permanent

Compensation: \$43,500 annually with benefits as outlined in the Collective Agreement with CUPE 1281

Start Date: November 2017

Positions Available: 1

The Association of Part-time Undergraduate Students (APUS) is a not-for-profit organization that represents between 6000 - 14 000 part-time undergraduate students at the University of Toronto. Based out of downtown Toronto, APUS provides its members at the Mississauga, Scarborough and St. George campuses with a range of cost-saving services, academic and individual advocacy, as well as events and programming. It endeavours to improve the part-time student experience. APUS is member local 97 of the Canadian Federation of Students.

APUS is currently seeking candidates for a full-time permanent Member Services Coordinator position starting in November 2017. This position is unionized with CUPE 1281.

Responsibilities

Member Services

1. Responsible for assisting the Executive Committee and Executive Director in the development, review, marketing and overall plan of APUS services, including an annual report of recommendations and long-term planning
2. Maintains high-quality and efficient operation of member services
3. Responsible for administering all APUS services, including but not limited to: health and dental plans, tax clinics, scholarships and bursaries, office services
4. Responsible for the implementation of services coordinated by the Canadian Federation of Students, including the Ethical Bulk Purchasing program, Student Saver discount
5. Along with Executive Director, responsible for supervising, scheduling and coordinating casual staff for member services
6. In consultation with the Executive Committee and Executive Director, responsible for developing business plans, funding proposals and marketing plans for member services

Health and Dental

1. Acts as primary resource for health and dental plan administration, claims process, coordination of benefits' guidelines and details, and opt-out/opt-in procedures
2. Along with the Executive Director acts as liaison with health and dental plan affiliates, including insurance broker, insurance provider and National Student Health Network
3. Oversees all communication regarding the health and dental plans through materials such as the benefits guide, claim forms, APUS health and dental webpage, informational brochures, flyers and posters
4. Maintains a current membership list of students (and dependents) eligible for the health and dental plans, and ensuring the security and privacy of student information
5. Assists Financial Coordinator and Executive Director in coordinating payment of premiums to insurance broker and opt-out refunds to students
6. Provides updates and reports to the Executive Director about plan delivery and administration



7. Responsible for negotiation of new health and dental services, renewal process and making recommendations on plan design and administration as directed by the Executive Director and the Executive Committee
8. Responds to member queries about the health and dental plans

Office Services

1. Responsible for general office management, including, but not limited to: creating a welcome environment for members and visitors, maintaining a clean and organized office, reception, maintaining office resources and equipment, and in conjunction with the Events and Outreach Coordinator maintaining office display boards and promotional materials
2. Provides information and support to members in the APUS office(s), via telephone and email; answers member queries in a courteous and respectful manner; and provides relevant updates to other staff members, the Executive Committee and Board of Directors as needed
3. Responsible for front desk sales; including inventory, reconciliations and ensuring accuracy and security of financial transactions related to the front desk
4. Assists with other duties as assigned by the Employer's Representative

Successful candidates will possess:

- Knowledge of current issues in post-secondary education
- Knowledge of the challenges facing part-time students
- Knowledge of equity issues on university campuses
- Strong communication skills, including experience conducting outreach or coordinating staff or volunteers, preferably in a students' union or other membership-driven environment
- Excellent organizational and time management skills, the ability to work within deadlines, and the ability to work in a fast-paced environment
- The ability to take initiative and work individually as well as with a team
- Knowledge of Microsoft Office
- Knowledge of the University of Toronto campuses is an asset
- Successful candidate will be required to travel to the three U of T campuses

Interested candidates should submit their resume and cover letter in Microsoft Word or PDF format in a single document via email with the subject heading "APUS Member Services Application" by October 26, 2017 at 5:00 pm to:

Caitlin Campisi
Interim Executive Director
APUS
ed@apus.ca

APUS is an independently incorporated students' union working with the University of Toronto community. This is not a University of Toronto staff position.

We encourage applications from diverse communities, including but not limited to, members of Indigenous, Aboriginal and First Nations communities, racialized communities, queer communities, trans communities, persons with disabilities, minority gender identities and women.

We thank all applicants for their application but only selected applicants will be contacted for an interview.