

Job Description/Specification

IDENTIFICATION:	J0267	TFEU/BCTF Joint Salary Committee Decisions
JOB/POSITION TITLE:	Manager—Member Data	FORMER TITLE/DEPARTMENT: Data Manager
DIVISION/DEPARTMENT:	FAS/Member Records	PAY GRADE: 7
SUPERVISOR'S TITLE:	CFO & Treasurer	DATE APPROVED: 12 Feb 22

Function and purpose (a)

Reporting to the CFO and Treasurer, the Manager—Member Data manages a centralized membership records department which collects, prepares, cleans, validates, and analyzes membership data to meet the Federation's governance requirements, provides reports and analysis as required, co-ordinates the cross-divisional and organizational application of member data and assists with maintenance, design, and changes to the architecture of databases and systems to continuously meet the Federation's needs.

The Manager—Member Data supervises, trains, and mentors the staff of the Member Records Department in their work processing new membership applications and renewals, processing and validating member fees, and maintaining member records according to Federation and legislative requirements.

Principal duties and responsibilities (a)

1. Data analysis and reporting in Member Records databases and systems
 - prepares reports required to support Federation governance reporting
 - creates system searches and exception reports for voting, mailing, local counts, and grant purposes and upon request, extracts, compiles, and analyzes information
 - performs ad-hoc data analysis, including interpretation, as required
 - performs analysis of membership fees to ensure data received is materially correct
 - performs complex analysis to correct invalid information and/or determine significant differences in data and information stored
 - develops data visualizations to communicate trends and data patterns to present to internal and external audiences to support decision making
 - aligns data collection with effective reporting and analytics practices

- analyses and explores data to meet the ongoing and emerging needs of the Federation's membership
 - collaborates across divisions to identify analytical needs and further the Federation's ability to apply data findings to service delivery and decision making.
2. Development and implementation of policies and procedures
 - monitors the application of Federation policy and the *Members' Guide to the BCTF* for compliance to establish policies and procedures for coding, processing, storing, and retrieving member records
 - initiates changes in methods and procedures to ensure maximum efficiency of the Member Records Department functions
 - co-ordinates the compilation and maintenance of all categories of membership information to ensure that Federation policies are followed, forms and procedures are effective and efficient, and membership applications are processed within a reasonable timeframe
 - maintains and develops effective control systems to ensure that the dissemination of membership information is made only within previously established policies and procedures
 - co-ordinates, creates, maintains, and distributes the *Member Records and Fees Administrative Guide* and membership forms, and manages web applications
 - researches, evaluates, and recommends changes in systems and procedures, and in their design and implementation.
 3. Maintenance and changes to the membership database/system
 - reviews and analyzes the needs and requirements of multiple users and internal stakeholders of the membership system
 - co-ordinates cross-divisional and organizational management of the collection and application of member data and data interfaces between multiple-linked databases (i.e. Accounting, Salary Indemnity Plan (SIP), E-commerce, etc.)
 - assists in the development and implementation of a multi-year technology plan to facilitate the management of membership data and systems
 - works with outside consultants, stakeholders, and Federation staff to facilitate in the collection of information compatible with the BCTF membership system to ensure the accuracy of data and fees received.
 4. Supervision of the Member Records team members
 - schedules and authorizes hours of work, overtime, vacations, and leaves of absence for staff according to established policies and/or collective agreement
 - advises on the probationary performance evaluation of new staff; ensures that all job descriptions are current; certifies content of job descriptions and reviews, in consultation with the CFO and Treasurer, the requirements for staff positions
 - plans, co-ordinates, and provides direction and training in Member Records methods and procedures; monitors quantity of work assigned to individual positions and, where necessary, reassigns work within the group; provides assistance and/or arranges for temporary help from

within other divisions; provides motivation and leadership to the group and maintains harmonious relations among the group members

- monitors overtime, casual, and bonusing budgets in the department; prepares budget amendments for salary costs, and oversees the preparation of divisional program budget amendments for the CFO and Treasurer; works with budget co-ordinator in budget preparation including staff salary allocations, updating budget notes; proofreads all changes
- maintains an awareness of department issues and objectives by liaising with the CFO and Treasurer and attends various cross-divisional meetings to remain aware of current Federation programs, procedures, events, schedules, and work assignments.
- organizes physical layout of division, co-ordinates furniture and telephone needs with FAS, and checks for capital budget requirements
- works with the CFO and Treasurer to ensure that the division is a healthy workplace free of any forms of harassment, sexism, or racism
- maintains effective working relations between individual members of staff.

5. General

- leads departmental planning meetings
- provides direction and training as required to Federation staff and local offices on membership system methods and procedures
- liaises with cross-divisional users of the membership system and data to co-ordinate and provide technical direction and training as required
- liaises with outside service providers and IT staff to ensure the optimal performance of the membership system and the implementation of system upgrades and enhancements
- analyses and explores data to assess and identify new insights and opportunities in support of members
- other duties as assigned.

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES, AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

More than five years' accumulated experience using technology to analyze, collect, prepare, store, and create electronic data.

Demonstrated application of data analysis and data management at a senior/management level.

Strong analytics skills, with a proven ability to solve logical challenges and synthesize data to develop meaningful insight.

Strong technical skills (i.e., an in-depth knowledge of a range of data management programs and database software and experience utilizing report writing tools).

Demonstrated analytical skills including the ability to break down problems and navigate through them when data and operational rules are ambiguous. An understanding of the Federation's service areas and associated operational processes and strong combined business and technical skill sets, so that the data can be understood, and applied to organizational problems.

Demonstrated ability to clearly communicate analytical concepts and findings to non-technical audiences.

Experience working with organization or financial records, including extensive experience with data base management and administration. Demonstrated understanding or a willingness to develop knowledge of payroll administration.

A demonstrated ability to supervise staff and organize the annual workflow of the department.

Demonstrated communication skills and an ability to ensure the confidentiality of sensitive material.

Education and training (c)

A university degree in Computer Science, Management Information Systems, Statistics, or similar field and a minimum of five (5) years of analytics and data models or an equivalent combination of education and experience.

Licences and certificates (c)

Certification or designations appropriate to the role and the technologies of the organization would be an asset.

Environment (g)

Physical/emotional environment limited to conditions normally associated with office work such as communication skills, equipment operating dexterity, and scheduling pressures.

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

Information given to or received from a member is confidential and care must be continuously exercised to maintain that confidentiality and to ensure compliance with the British Columbia *Personal Information Protection Act*. Courtesy, tact, sensitivity, diplomacy is required in dealing with BCTF members.

Contacts and relationship of all levels of Federation staff are required to transmit or exchange information, to explain or clarify information, as well as influence outcomes.

External contacts include BCTF members (i.e., past, new, active, potential), secretary-treasurers, and payroll/personnel officers in each school district and other organizations that require clarification, exchange, or explanation of information provided to ensure understanding.

Machines, equipment, and work aids used

Computer terminal and printer, telephone, fax, email, voicemail, photocopier, label printer, and a wide variety of software systems (i.e., Excel, Word), *Members' Guide to the BCTF* and Federation policies and procedures, *BCTF Administrative Guide to Membership and Fees* and the data management system business rules.

Positions supervised (e)

5 Member Records and Fees Analysts.

Physical and/or mental effort (f)

This position is subject to the continual stress of processing large volumes of work requiring a high degree of accuracy under the pressure of critical deadlines and while constantly being interrupted by incoming calls and/or Federation staff. Mental fatigue, eyestrain, body aches, and stiffness from lengthy periods on concentration on figures and images.

Working conditions (g)

No excessively disagreeable or undesirable elements are present with the work. Overtime may be required to handle heavy workloads with critical deadlines.