

Job title	<i>Vice-President of Business Administration</i>
Responsible to	<i>President/CEO</i>

### Job purpose

The Vice President of Business Administration oversees the CSP's operational plan, information management systems, annual meetings of members, and the day-to-day work of the National Management Committee.

As a member of the National Management Committee ("NMC"), the VP Business Administration has a duty to contribute to the operational management of the CSP based on the CSP's strategic plan.

### Reporting Relationship

The Vice President of Business Administration is appointed by the President and CEO and confirmed by the Board of Directors of the CSP. The VP of Business Administration works under the direction of the CSP President and CEO, advises and makes recommendations to the CSP President and CEO on matters related to the VP's portfolio of responsibilities.

### The objectives of the vice-president of business administration are:

- To ensure the development, monitoring, and reporting on the CSP annual operating plan.
- To ensure the CSP's information management systems and information technology architecture are operating efficiently in order to meet the needs of the CSP members and leadership.
- To ensure the CSP member registration process meets the needs of the CSP members, zones, divisions, and national office.
- To ensure the CSP annual conference meets the needs of the CSP and its members.
- To ensure the CSP annual meeting of members fulfills the appropriate statutory requirements and meets the evolving needs of the CSP regular member, zones, division, and national levels of the organization.
- To assist the national office staff with coordinate the delivery of administrative services to the CSP members.

### Duties and responsibilities

The duties and responsibilities of the vice-president of business administration include:

#### Administration

- Serve as Chair of the CSP Business Administration Committee.
- Develop, monitor and report on the Business Administration portfolio budget, including detailed reporting for discrete projects within the portfolio budget, to support the needs of the Business Administration portfolio.
- Support the planning and execution of meetings of the national management committee:
  - Set dates for NMC meetings in coordination with the President and CEO
  - Ensure each VP, Chair of the FOC, and Division Presidents submit material in advance of meetings.
  - Distribute scrum notes and relevant meeting notes to the division and zone presidents.
  - Coordinate the planning and management of the NMC face-to-face meetings (2 per year).
  - Coordinate the agenda for each meeting with the President and CEO.
- Prepare, track and monitor performance, and report on an annual operating plan for the Business Administration portfolio.
- Prepare quarterly activity reports for the CSP Board of Directors and the CSP President and CEO.
- Attend quarterly meetings of the CSP Board of Directors as required.

- Prepare a year-end activity report for all Business Administration portfolio activities. This includes prepare material as requested for the CSP Annual Report.

#### Human Resources:

- Identify the skills, knowledge, and experience required to fulfill the roles required within the Business Administration portfolio.
- Write appropriate job descriptions for each position.
- Hire volunteers, employees, or independent contractors to perform the roles required within the Business Administration portfolio.
- Conduct performance reviews for all volunteers, employees and independent contractors providing services within the Business Administration portfolio.
- Resolve any human resources issues that arise with volunteers, employees and independent contractors providing services within the Business Administration portfolio

#### Operational Planning

- Serve as the project manager for the development, monitoring, and reporting of the CSP annual operating plan.
- Coordinate with required VPs and CSP leaders to prepare material for the CSP annual operating plan.
- Prepare the CSP operational plan for presentation to the CSP President and CEO, NMC, Financial Oversight Committee, Zone Presidents, Division Presidents and the CSP Board of Directors.
- Prepare quarterly reports on the performance of the CSP operational plan.
- Prepare a year-end report on the performance of the CSP operational plan.

#### National Annual Conference (e.g. Altitude)

- Note:
  - The Annual General Meeting has been included as a component during the annual conference but is a separate activity outlined below.
- Serve as the project manager for the planning, execution, and reporting for the CSP's annual conference
- Chair the planning committee for the national annual conference.
- Collaborate with NMC, ZPs, DPs, Board and national office staff to plan, execute, and report on the annual conference
- Provide direction and support to the National Office Manager to plan and execute the logistics required for the annual conference
- Assist with the development of the annual conference schedule and agenda.
- Ensure the required materials and technology are procured for the annual conference.
- Lead a debrief following the annual conference.
- Provide a report with recommendations following the annual conference to the President and CEO.

#### Annual meeting of the members (e.g. Annual General Meeting)

- Serve as the project manager for the planning, execution, and reporting for the CSP's annual general meeting.
- Support the CSP Corporate Secretary to prepare the necessary materials for the AGM.
- Provide direction and support to the National Office Manager for the election of directors and preparation of members' proposals.
- Assist with the development of the AGM agenda
- Ensure the required materials and technology are procured for the AGM.
- Ensure the required corporate filings are completed on time, minutes are completed and translated, and relevant documents are updated and posted to the appropriate locations.

#### Registration Process & Systems

- Review annually the registration processes and systems.
- Provide recommendations to the President and CEO for improving the registration process in order to increase the value of the service to the members.

- Coordinate the annual registration process with the Zones and Divisions.
- Support the CSP national office to process registrations including the creation and distribution of membership cards.
- Provide annual metrics on the CSP registration process including demographic statistics of the CSP members.

#### Information Technology and Information Management Systems

- Direct volunteers, staff and third-party contractors to maintain the physical and virtual architecture of the CSP's information technology (IT) and information management (IM) systems (e.g. database, file sharing, website, e-commerce, etc.)
- Direct the necessary resources to address problems with the IT and IM systems.
- Develop and monitor protocols for using Office 365 to the fullest extent of the software program.
- Serve as a resource to CSP members and leadership on the use of Office 365, CSP database, and CSP file sharing systems and any other IT and IM used by the CSP.
- Resource training for CSP members and leadership for the use of the CSP IT and IM systems.

#### Other

- Manage the various components and modifications of the three different national uniforms: alpine, Nordic and 365 first aid. This includes the nametag patch and any devices or logos attached, along with approved medical first aid kits. This also includes evaluating requests for resort specific uniforms or modification of existing uniform standards.
- Develop and maintain an administrative policy book.
- Ensure any and all insurance programs required by the corporation and its members are adequate in coverage and managed effectively.
- Develop and consult with zones and divisions on acceptable processes to conduct and maintain vulnerable sector checks.

#### Qualifications

The qualifications for this position are broken into two specific categories. All members of the executive level of the management committee should have the following general qualities:

- An understanding of strategy and ability to create operating plans based on strategy.
- The ability to work in an unstructured, self-directed workplace environment.
- Possess strong written and verbal communication skills.
- The ability to properly manage and chair meetings in electronic as well as in-person formats.
- The ability to positively contribute as a team member in order to formulate programs and solutions that are national in scope.
- The ability to listen to and engage CSP leadership and regular members.
- The ability to resolve interpersonal conflict
- Have basic financial skills including the ability to draft and monitor a budget.
- The ability to think independently.
- The ability to receive and provide constructive feedback to other NMC members, including the CSP President and CEO.
- The ability to use a variety of digital communication and planning tools.
- The ability to discuss and manage expectations and outcomes with committee members from all divisions.
- Good working relationship with all CSP officers, staff and members at various levels.
- Good understanding of the governance and operations of the CSP.
- Verbal and written skills in French and English is an asset.

As the vice-president of business administration, this position has specific skills and qualifications that should include, but are not limited to:

- Experience with project management.

- Experience with operational planning and performance measurement.
- An understanding of how to manage information technology and information management systems.
- Experience with planning and executing annual general meetings in a non-profit association or corporation.
- A working knowledge of Microsoft Excel, Word and PowerPoint and the ability to create and manage spreadsheets in Excel and manipulate formulas.
- Must have access to email, high-speed Internet to allow for communication via web camera.

Additional skills that would benefit the successful candidate, while not required, are desirable:

- Previous position in the CSP that involved budget management for a zone or division.
- Previous experience managing people and projects.
- Exposure to different operational approaches in other divisions or zones.
- Presentation skills.
- Correct use and understanding of social media.

All qualifications comply with provincial and federal human rights legislation.

#### Direct reports

Each member of the management committee is appointed by and reports to the president/CEO after confirmation by the board of directors. The positions that currently report directly to the vice-president of business administration are:

• Uniform Committee Chair	• CSP database managers
• Altitude coordinator / manager	•
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#### Management Ecosystem

The VP Business Administration is an important central point for the efficient execution of the CSP's administration. S/he will be required to develop effective working relationships with:

- President and CEO
- Members of the National Management Committee
- Third-party vendors of IT and IM systems
- CSP Corporate Secretary
- CSP insurance brokers
- Zone Presidents
- Division Presidents
- Zone volunteers responsible for member registration

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