

AIS CALGARY - MONITORING COORDINATOR

Term: 3 years

This position requires a person with:

- a) a flexible schedule allowing them to be easily accessible by telephone and email and allow calls from the Answering Service as necessary
- b) access to a secure computer, e-mail and internet
- c) proficiency with email and Microsoft Word
- d) Strong communication and cooperation skills

Duties:

- Non-voting unless also representing a specific group
- Attend AIS meetings (February, April, June, September, November) and report call summaries from Big Sky Call Centers. This report is provided by Big Sky monthly.
- Coordinate the telephone monitoring for City of Calgary and surrounding area
- Update list of Monitor Reps from each group. They will let you know when they have a new group rep.
- Check the Big Sky monitoring email periodically.
- Provide orientation, encouragement and support for group monitors
- Update Calendar each November for the following year of monitoring and distribute to AIS, Group Monitor Volunteers and Newsletter
- Send a reminder by email, Friday mornings, to the group monitoring in 10 days, and request a reply with the names and numbers of 3-6 volunteers from that group by the next Friday (the week before they are monitoring). If no response, follow up with a phone call to the monitoring rep from that group
- Act as Liaison between scheduled group monitors and the answering service
- Monitor and respond to the AIS Calgary Monitoring email account
- Work closely with Calgary AIS Newsletter Editor to ensure schedule updates/changes are published in a timely manner
- Prepare and submit a draft annual budget to the Treasurer for approval every February
- Approve all invoices involving the telephone monitoring
- The time commitment is listed on the AIS Monitoring Work Plan
- On occasion, all positions may require an additional time commitment for projects on an ad hoc basis.