

Manager/Office Administrator's

Terms of reference

Introduction:

RR Rural Rides Ltd. is a growing not-for-profit organization that serves members of our local communities by providing affordable transportation services through volunteers using their personal vehicles. This is one group in a network of door-to-door driving groups in New Brunswick.

Expectations:

The Manager/Office Administrator will be responsible to the Board of Directors and answer directly to the President of RR Rural Rides Ltd.

The Manager/Office Administrator will be required to fulfill all the specified services of the contract and must be willing to advise on additional services that may be required and to negotiate with the president and the Board of Directors to meet those requirements in order to make Rural Rides an organization that can successfully fill its mission of providing affordable transportation. Although the contract would be best served by a bilingual person, bilingualism by the contractor will be considered an asset and not a requirement.

Location of work:

The organization has an office in Salisbury from which the administrator/manager may work when office work is required but the contractor is not required to work at that location if they have other arrangements that are approved by the president.

Hours of work:

This is a service contract and no specific hours of work are specified but the manager/administrator is expected to be available to perform duties associated with the contract at any time between 8 am and 4 pm during 5 week days each week. Much of the work can be provided from the Rural Rides phone or the Rural Rides phone can be forwarded. The contractor may be required to attend meetings at other times when requested by the president. There is no specified number of work hours but initially it is anticipated that this contract will require approximately 20 hours, more or less, of work per week. If additional time is required to fulfill the requirements of the contract, these requirements may be reviewed and revised and/or the rate of remuneration may be reviewed and amended.

Responsibilities expected of contractor:

To provide all services to Rural Rides Ltd. in the form of administrative duties and other duties that would normally be identified with the term “manager”.

To be proficient in office administration duties and responsibilities, i.e. answering the phones, record keeping, filing, working knowledge of various office computer programs, fax, client billing, completing and submitting tax reports, book keeping/accounting, office cleanliness/order and such. It is expected that the contractor will have a good knowledge of theory and application for electronics such as maintenance of a web site, Microsoft

Word, Excel Spreadsheet creation and use, Power Point creation and application and application of electronics to general office duties.

To record information on all rides; developing, adapting and using computerized spreadsheets; investigating and recommending appropriate relational data bases, applying for grants; writing reports and assessments; billing clients; negotiating with funding partners; recruiting clients and drivers; dispatching drivers; reimbursing drivers for their expenses; completing and submitting tax reports; organizing fund raising events; soliciting sponsorships and more.

To work with existing clients, recruit new clients, recruit new volunteer drivers as needed, dispatch drivers, keep up to date records of clients, drivers, and rides on appropriate spread sheets, electronically and in hard copy if required. (Note that dispatching requires that the contractor make efforts to coordinate the requirements of the client with the characteristics of the driver to ensure an amicable relationship between the two).

Promotions

Demonstrate exceptional communication skills (listening, oral and written)

- To advise and assist the Board of Directors on effective means of promoting Rural Rides Ltd.. Develop, maintain and implement a communications plan.
- Establish and maintain strong contacts with the various news media.

- Create promotional tools such as press releases, presentations, letters of appreciation, newsletters etc..
- Create and maintain online and social media presence where appropriate.

Clerical

The contractor will provide all services for:

Accounting; including account payables/receivables; invoicing; collections; driving logs; disbursement requests; office expenditures; banking; reconciliations; requisitioning/purchasing and general office duties as required; driver reimbursements. .

Maintain up to date records on all clients and drivers:

- Ensure that records on all drivers are maintained to demonstrate appropriate RCMP clearance and minimum insurance requirements and driving qualifications.
- Maintain records on all clients with respect to names, addresses, contacts and other information that may be requested by the board of directors.

To negotiate with funding partners, organize fund raising events and soliciting sponsorships.

To organize, and assist with scheduling of all meetings and AGM, to provide all documentation to Board members in a timely fashion prior to all meetings and any other such duties as the President deems necessary for these meetings.

To ensure the smooth day to day operation of RR Rural Rides Ltd and report all issues as they arise.

To work with all government agencies, paperwork and forms as required.

To adapt and change contractor duties to meet the changing needs of RR Rural Rides Ltd and recommend any amendments to these Terms of Reference if required.

Volunteer Driving:

The Manager/Office Administrator is a contractor remunerated for service. The contractor is not permitted to drive while fulfilling the role of manager/Administrator. Nevertheless, the individual is permitted to volunteer, as are all others in the community provided that specified driver requirements are met and the contractor can volunteer only if and when all contract duties have been fulfilled and do not conflict. Willingness to volunteer with this organization or any other not-for-profit organization will be considered an asset.

Personal Assets:

Bilingual; Superior writing skills; Friendly and outgoing; Drivers license and access to a vehicle; demonstrated desire to contribute to community well being and poverty reduction; demonstrated willingness and ability to work with seniors and those with some disabilities.