

VANCOUVER INTERNET EXCHANGE
Job Description - Administrative Officer

The Organization

Vancouver Internet Exchange (“VANIX”) is a young, not-for-profit Corporation that operates infrastructure in Greater Vancouver for the exchange of communications network traffic among Internet service providers, network service providers, content service providers and other entities that have a need to exchange such traffic.

The Opportunity

VANIX is seeking a part-time administrative officer, on a contract basis, to assist with the day-to-day administration of its activities and the further development of its administrative processes. The position is 0.4 of a full-time position over the course of the year, with the actual level of activity having seasonal peaks and valleys.

Position Requirements

Candidates for this position, must have:

- Significant administrative or management experience
- Some financial and governance experience or knowledge
- Excellent organizational and time management skills, as well as the ability to set and shift priorities
- Effective communication skills and the ability to engage in a constructive, problem-solving oriented and cordial manner with stakeholders (including directors, officers, volunteers, customers (i.e., participants) and members)
- Available office space and basic equipment such as a computer, printer and scanner for the performance of the position requirements in a manner that maintains the confidentiality of the business affairs of VANIX

The ideal candidate will also have some technical knowledge/expertise or aptitude relevant to Internet exchanges, computer networks and/or telecommunications that will be of assistance in understanding the business activities and processes of VANIX and the interests of its stakeholders.

The position can be performed remotely anywhere in Canada, although travel to Vancouver may be required once or twice a year for face-to-face meetings with stakeholders.

Regular Duties

Core Duties

- Participant Sign up
 - Activate and manage the sign-up process. Provide process oversight and reporting (requests, started sign ups, configurations, interconnects etc.)
 - Spearhead administrative portion of becoming a recognized vendor at larger organizations
 - Suggest and work with stakeholders to continuously improve the signup process
 - Audit completion of sign-ups, including port connections, billing and subsequent acceptances of membership applications where applicable
- Member Sign up
 - Send invitations on behalf of the secretary
 - Track member signup on behalf of secretary
 - Manage annual membership drive
 - Track changes to member info (e.g., corporate name, address, main contact information, designated member representative, mailing list, etc.)
- Annual Billing Cycle: Lead the logistics around annual billing and oversee or perform invoicing
- Finance and bookkeeping
 - Perform or oversee day-to-day-bookkeeping
 - Keep track of invoices to the organization and arrange and send payments via cheque or setting up electronic funds transfer transactions and ensure that relevant signatories follow through in authorizing payments or oversee bookkeeper performing this function
 - Work with the treasurer to generate financial statements and correct any financial information that draft statements reveal to need rectification
 - Support the treasurer in making any required changes to banking arrangements or signatories
- Annual General Meeting of Members (“AGM”)
 - Keep track of director nomination process, AGM process and related schedules and cutoff dates
 - Address logistics for booking meeting facilities
 - Keep track of attendees
 - Provide on-site resources (printouts, badges, sign-in lists, etc.)
 - Support chair and secretary in onboarding new directors and officers
- Support board and committee (e.g., Operations Committee) meetings:
 - Maintain a regular schedule of board and committee meetings
 - Collect and distribute required documents for these meetings
 - Work with secretary to create meeting agendas and to take minutes of board meetings and create drafts for distribution
 - Work with committee chairs to create meeting agendas and to take minutes of committee meetings and create drafts for distribution
- Track and contact participants that are behind on payment

- Assist secretary in maintaining corporate records
 - Provide updates for inclusion in officer, director and member registers for minute book
 - Ensure that approved minutes for board and member meetings are signed and forwarded to secretary for insertion in minute book
 - Ensure that secretary has central repository of all accounts and logins for the Corporation
 - Maintenance of central repository of all corporate records
- Contract management
 - Ensure that proposed contracts are subject to the appropriate approval processes and legal advice is obtained prior to signing
 - Manage existing contracts, ensuring that corporate obligations are known to those responsible for carrying them out in a timely manner and that the general features of major contracts are properly summarized
- Administer supporting online infrastructure - payment methods, user onboarding and offboarding, etc.
 - Google Suites services
 - Trello
 - Cloud accounting
 - Etc.
- Employee, contractor and volunteer management
 - Work with relevant officers or the board to ensure that employment and contractor arrangements are properly documented and administered
 - Ensure that volunteer requests are forwarded to the appropriate officers or board, as necessary
 - Ensure that volunteers are properly managed and assigned tasks based on officer/board approvals and that the volunteers are onboarded correctly
- Maintain consistent contact details as well as credentials for online accounts, such as:
 - Online infrastructure services described above
 - ARIN
 - CIRA
 - Domain registrar
 - Web hosting
 - Etc.

Additional Duties:

- Continuous Improvement
 - Identify areas of improvement for corporate policies and procedures and bring them to the attention of the secretary
 - When new policies and procedures are identified, ensure that they are implemented
 - Lead the design of appropriate operational and financial reports for the board.
 - With the Board, select what information would be helpful to know to operate the organization, and then work with relevant parties to deliver the required

information to the board on a regular schedule, subject to compliance with applicable privacy and data retention policies.

- Many of these could become projects delivered over the course of a few months within the role of administrative officer
- Target reports and processes may include:
 - Tracking customer contact information changes. Capturing these changes accurately and ensuring all contact information is adjusted correctly
 - Matching billing amounts to services provided
 - Regularly checking usage rates to ensure participants are on the correct service level. Establishing a process and communication plan for adjusting these as required
 - Participant onboarding report
 - Member onboarding report

Special Improvement Projects

- Password Safe: Create a shared solution that provides credentials for key services that VANIX consumes. This may include SaaS solutions that VANIX uses (Google suite, Trello, etc.), online registrations (CIRA, ARIN, CRA)
- Eventual migration to CRM solution as the organization grows and develops

Application Deadline and Further Process

The application period for this position is open until April 27, 2018 at 5:00 PM Pacific Daylight Time. Only candidates selected for an interview will be contacted. Interviews may be held by videoconferencing.

To apply, please go to <http://www.bctechnology.com/jobs/Vancouver-Internet-Exchange/134895/Administrative-Officer.cfm?showid=134895&j=487249513220617&showdesc=0&perpage=10&page=1&start> and follow the application procedure set out therein. For any questions on the position or process, please contact secretary@vanix.ca.