

ICC Austin

Staff Policy

As approved by the Executive Director, and incorporating all changes through:

October 19, 2017

Revision History

Date	Author(s)	Summary of Changes
July 2013	Donovan, Thogersen	Policy creation
June 2014	Thogersen	Policy overhaul and reformatting
June 2015	Thogersen, Lassiter, Hill	Changed grievance, COLA, added longevity bonus, combined harassment/whistleblower sections into grievance section, other minor corrections, legal review input, maternity/paternity leave
July 2016	Thogersen, Lassiter, Hill	Formatting updates; updated job descriptions/guidance/salary ranges
November 2016	Thogersen	Updated health insurance information to reflect current practice; added Facilities Manager job description
October 2017	Thogersen, Medina Law	Updated to allow for part-time staff structure; updated job descriptions; updated salary ranges; definitions section revised; misc. minor changes (see previous versions)

Legal Review History

Date	Reviewed by
June 2014	Xavier (Medina Law)
June 2015	Paula Pierce (Medina Law)
October 2017	Xavier (Medina Law)

Introduction

Prudent and fair business practice requires that an organization operate with a clear set of guidelines and expectations for employees. These staff policies are intended to both protect ICC Austin's interests, provide staff with clear guidelines, and promote a harmonious work environment. These policies, procedures, and benefits may be changed, amended or discontinued by ICC Austin in its sole discretion. Nothing herein shall be construed to create a contractual obligation or alter the at will status of employment.

Definitions

- Employee and/or staff - shall mean any individual who would be deemed an employee under the Fair Labor Standards Act.
- Full Time Employee – shall mean any salaried or hourly Employee in a Permanent Position who regularly works a minimum of thirty-two (32) hours per week.
- Part Time Employee - shall mean any salaried or hourly Employee in a Permanent Position who regularly works less than thirty-two (32) per week.
- Permanent Employee – shall mean any Employee position who is hired for an indefinite period of time and is not hired on a contract, temporary, or seasonal basis.
- Temporary Employee—shall mean any Employee who is hired for work to be performed until completion of a specific project or for a limited or specific period of time.

Policy

1. Expectations and Guidance for All Staff

ICC Austin empowers and invests in all staff to create a stable and robust institutional knowledge and operational capacity. All staff are expected to participate actively and constructively to optimize performance both individually and as a team. Staff must be able to work flexible hours, with the expectation of periodic evening and weekend work.

Staff must fully respect the member-owners of the cooperative at all times. Staff must learn and understand the cooperative principles. Staff must embrace and employ the cooperative principles when conducting work for ICC Austin. Staff must understand ICC Austin's organizational policies and the use of the cooperative governance framework adopted by the Board of Directors.

Efficient and effective communication is essential to ICC Austin. ICC Austin requires all staff to possess adequate written and oral communication abilities. Additionally, strong interpersonal skills compatible with a wide variety of people is a must. ICC Austin expects staff to participate in ongoing professional development to obtain any missing skills necessary for job performance and to improve existing skills.

2. At-will Employment

Employment with ICC Austin is neither permanent nor guaranteed and may be terminated with or without cause at any time.

3. Compensation (Wages paid directly to employees)

Salary Ranges

The Executive Director will maintain updated competitive salary ranges for each position commensurate with the level of responsibility, skills required, and comparable market wages.

For Fiscal Years 17/18 & 18/19, the salary ranges are:

Executive Director*	\$69,000-\$84,000
Membership Director	\$50,000-\$65,000
Facilities Manager	\$55,000-\$70,000
Office Manager	\$35,000-\$46,000
Leasing Specialist	\$15-20/hr

Actual salaries will be kept within the acceptable ranges, with performance adjustments made as appropriate based on employee development, and ICC Austin financial resource availability.

*The actual salary for the Executive Director is set by the Board of Directors. This range reflects the range recommended by the CDS Consulting Coop in October 2017.

Cost of Living Adjustments

To maintain salary levels during inflationary periods, Cost of Living Adjustments (COLA) will be granted when feasible. ICC Austin will strive to match the Consumer Price Index of inflation. The CPI shall be calculated by comparing the two most recently published July-June averages for all months. The CPI to use will be All Cities (all items) or Dallas/Ft Worth (all items) whichever is higher. To be eligible for COLA an Employee must be employed by ICC Austin for at least six (6) months and meet or exceed expectations in their job performance.

Regular Salary Increases (COLA Supplement)

Given the ICC Austin financial limitations, when feasible the COLA will be augmented annually by a 0.5% increase for salaried employees. This provides a small, but meaningful, annual raise to reward employees for their service.

Longevity Bonuses

The primary means for regular increased employee compensation comes through longevity bonuses which reward full time employees for long-term service. The bonus is given after successfully completing a year of service, and for every other year thereafter on the anniversary of the full time employee's original employment date. If an employee leaves prior to completing a full period, the period bonus is lost entirely. A full time employee who leaves employment and subsequently returns will not receive credit for prior years of service. Only full time employees are eligible for longevity bonuses.

For Fiscal Year 17-18

1 st year of service	\$2,000
3 rd year of service	\$3,000
5 th , 7 th , 9 th ... year of service	\$4,000

Holiday Bonuses

When feasible within the ICC Austin budget and appropriate based on the current financial status, all permanent employees may receive a holiday bonus in November. For FY 17-18, the amount is \$200 per permanent employee.

Payroll Schedule

Full and part time employees will be paid twice a month on the 15th and the last day of each month.

4. **Benefits**

ICC Austin seeks to retain quality Employees by offering generous fringe benefits including paid time off, holidays, and a monthly benefit allowance. All benefits are subject to change, amendment or discontinuation by ICC Austin in its sole discretion.

Monthly Benefit Allowance

ICC Austin offers each full time Employee a monthly benefit allowance, pro-rated based on a 40-hour work week, to cover health insurance, retirement savings, and/or other employee-elected costs. Any or all Monthly Benefit Allowance funds given directly to an employee is treated as taxable income by ICC Austin. The monthly benefit allowance will be adjusted by COLA each year.

ICC Austin Holidays

All ICC Austin Full or Part-time Employees normally will receive the following paid holidays, on which days the ICC Austin office will be closed. Alternative dates for office closure may be designated by the Executive Director when these days fall on weekends: New Year's Day, Martin Luther King Day, Friday of Spring Break, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. Holiday pay is pro-rata for employees working fewer than 40 hours per week.

Paid Time Off (PTO)

Full Time Employees who work 40 hours a week will receive minimum paid time off of 24 eight hour days per year. Full time employees who work less than 40 hours a week will receive the prorated equivalent of 24 eight hour days per year based on their actual hours worked in each pay period.

Longevity Adjustment: Full Time Employees working 40 hours a week who have been employed for at least 5 years will receive 27 eight-hour days of paid time off per year. Full time employees who work less than 40 hours a week who have been employed for at least 5 years will receive the prorated equivalent of 27 eight hour days per year based on their actual hours worked in each pay period.

PTO Limitations

Any leave not related to an illness or health care must be approved by the Executive Director.

Each Employee can carryover a maximum of 160 hours of personal time off from one fiscal year to the next. Excess time will be lost. *Use it or lose it.*

Compensatory Time (Comp Time)

All Permanent Position, Full Time Employees exempt from over-time pay as per FLSA may receive Comp Time. Non-exempt employees are not eligible for Comp Time. For cases, if

any, in which ICC Austin policy regarding exempt Employees and Comp Time, conflict with local, state, or federal law, the law will prevail and ICC Austin will comply with the law.

Comp Time Limitations

Comp Time may be taken off, with pay, with proper authorization. Employees should strive to take Comp Time off during the month the comp time was earned.

Comp Time may only be accrued for immediately necessary ICC Austin business and is not to be used as a way of banking extra time-off for personal use.

The build-up of significant Comp Time should be rare. Employees are generally not allowed to carryover any accrued Comp Time at the end of the fiscal year. With Executive Director Approval, Comp Time accrued in May can be carried over in the case that Employee did not have an opportunity to take the Comp Time off during the preceding fiscal year. Excess time will be lost at the end of each fiscal year. *Use it or lose it.*

Extraordinary Events (PTO & Comp Time)

Circumstances may result in the accumulation (or potential accumulation) of a significant amount of PTO and/or Comp Time that cannot be taken without undue disruption to the organization. In such cases, the Executive Director will determine if a buy-out of the accrued time is in ICC Austin's interest.

Parking

ICC Austin provides parking for Employees at ICC Austin's expense. In lieu of the parking benefit, upon employee's request, ICC Austin will provide an Employee with a pass or allowance for public transportation, (e.g. bus pass) in an amount not to exceed the cost of the parking benefit.

Maternity/Paternity Leave Program

If a full time employee gives at least ninety days (90 days) advance written notice, ICC Austin offers up to ninety (90) days total of paid maternity/paternity leave for the birth or adoption of one or more children during any two consecutive fiscal years. In the event of more than one pregnancy or adoption, the employee may allocate the provided leave between each. The employee must be the legal parent/guardian or petitioning to be the legal parent/guardian of the child to qualify for this leave. This leave must be taken within the period of time beginning two months prior to the due date/adoption date and concluding within the first seven (7) months following the birth or adoption. No PTO is

earned by the employee when exercising this employee benefit, but all other benefits apply. Employees may not use existing PTO to extend this benefit and are expected to return to full time employment at the conclusion of the paid maternity leave period.

5. Travel and Training

Employees required or permitted to travel or attend meetings or training as a requirement of their employment receive their normal compensation. For in-town events, the hours for which Employees will be paid while traveling will be strictly limited to the specific hours the traveling Employee attended the function for which the travel was approved, including travel time to and from the function. For out-of-town events, Salaried Employees will be credited each day for an 8-hour day for travel and/or training regardless of actual hours. Hourly Employees will be credited for actual time spent in travel and/or training.

Expenses

Employees will be reimbursed for reasonable food, lodging, transportation, and minor incidental expenses during required travel and training upon receipt of adequate documentation. Reasonable reimbursement rates are capped by the most recently published federal government (GSA) per diem reimbursement rates.

Mileage Reimbursement

Staff will be reimbursed for the use of personal vehicles at the most recently published US government rate.

6. End of Employment

Pay-in-Lieu-of-Notice

Any Employee whose job is discontinued may be given pay-in lieu-of-notice according to the definition of such pay per Texas Workforce Commission, Texas employment and other relevant law.

Severance Pay

Any Employee may be granted severance pay by the Executive Director when such Employee leaves ICC Austin, according to terms and conditions of the then applicable severance pay policy. The Executive Director may not pay severance pay to themselves.

Severance pay is neither promised nor automatically given unless so specified in an individual employment contract, though such compensation may be offered as a gift to an Employee or his/her heirs and survivors at the Executive Director's sole discretion.

Pay for Accrued Benefits

Except as follows, Employees who resign their positions at ICC Austin with at least two weeks prior written notice will be paid, upon or immediately following their last day of employment, for their unused accrued Paid Time Off (not Comp time). Except as provided below, such accrued leave will be paid at the Employee's then current hourly rate.

ICC Austin reserves the right to refuse payment for unused, accrued paid time off leave, to any Employee who has been fired or who has resigned without proper notice. Decisions on such refusal of payment for accrued leave will be based on the circumstances surrounding the Employee termination or resignation and will be made by the Executive Director, at his or her sole discretion.

The Executive Director may authorize payment for unused accrued Comp Time in the event of Employee death, disability, personal or family medical emergency, lay-off or staff re-organization with short notice, or for any other reason involving the Employee's amicable departure from ICC Austin employment, or for the employee's departure due to events beyond the employee's reasonable control.

7. Other Staff Policies

Regular Work Hours

Employees will work a reasonable and consistent, Monday-Friday schedule, between the hours of 8am-6:30pm as determined by the Executive Director or direct supervisor.

Work Week

The official ICC Austin work week begins Monday at 12:01am (midnight) and ends Sunday at 11:59pm (midnight).

Use of ICC Austin Equipment

Office and other equipment is generally for ICC Austin business use only, excepting unrelated infrequent, reasonable, and de minimis use by Employees.

8. Rights & Protections

Statement of Employee Value

ICC Austin recognizes that the Employees who administer the day-to-day operations of the organization are a vital resource, deserving of respect, a healthy work environment, and other treatment compatible with the cooperative values.

Equal Opportunity

ICC Austin is an equal-opportunity employer

Legal Compliance

ICC Austin complies with all applicable law federal, state and municipal laws and regulations. Any employee becoming aware of a potential or actual violation should immediately bring that matter to the attention of the Director. In the event of any conflict between these staff policies and applicable law, the applicable law shall prevail.

Worker's Compensation

ICC Austin is a Worker's Compensation Insurance subscriber.

Over-Time Rules

All non-exempt Employees are prohibited from working over-time, except with specific supervisor approval. Any non-exempt Employee who actually works over-time shall be paid in accordance with applicable law

Working Conditions

ICC Austin strives to maintain a professional and cordial environment free of harassment and encourages employees reasonably suspecting illegal, criminal, harassing or other improper conduct to report the matter to the Executive Director without fear of retaliation.

All staff is expected to maintain a professional demeanor, treat each other respectfully and report for work free of the influence of alcohol or controlled substances unless prescribed and used under the care of a physician licensed by the State of Texas. Staff should refrain from any action or conduct which would adversely reflect on the reputation of ICC Austin.

Grievance Policy

Staff manages conflict and grievances in a way that reflects the spirit of the Conflict Resolution operational policy, a policy that uses education and conversation to manage conflict. **Nothing in this policy shall be construed to constrain the ultimate authority of the Executive Director, including immediate employment termination.** Further, the grievance process is crafted specifically to **not involve the Board as a participant** per Board Policy B5.1b.

Education: All full time staff will receive internal or external training and/or practice related to communication and conflict resolution in an effort to successfully manage employee grievances before they become serious issues. Staff should request additional training/practice if they feel more is needed than currently provided, which is equivalent to two full-day trainings or meetings every three years.

Conversation: All full time staff are expected to exercise professional-level judgment to bring up grievances of all types in the appropriate settings for discussion. Cooperative conversation is expected to be the primary way to resolve conflict.

Nonbinding Mediation: There are times when conversation is not sufficient to resolve grievances or instances when an issue is so severe that it must immediately involve a third-party mediator. For any decision or conflict between staff (other than the Executive Director's decision to terminate employment), a staff member can request the services of an independent mediator, at ICC Austin expense, to facilitate a mediated discussion between willing staff members. The mediator may be any person agreed upon by all parties and approved by the Executive Director and ICC Austin shall pay the mediator's fee for up to one full day's mediation. If the mediator's schedule does not otherwise permit, the Executive Director may authorize mediation during regular office hours. This nonbinding mediation is the final attempt to reach agreement, understanding, airing of issues, and/or other resolution satisfactory to all parties.

9. Performance Evaluation and Review

The Executive Director will conduct regular evaluations for all Employees, typically annually each November. The evaluations will provide critical feedback to Employees to help them develop, and/or maintain, the level of performance demanded by the organization.

The Executive Director may address Employee performance issues at any time.

Permanent Employees are encouraged to regularly review the Staff Structure, Guidance, and Expectations section of the Staff Policy to self-evaluate their performance and make professional-level judgments to correct any deficiencies on an ongoing basis.

10. Job Descriptions

EXECUTIVE DIRECTOR JOB DESCRIPTION**

****Note that this ED job description is for hiring and compensation analysis purposes only – not for performance evaluation. It is created and maintained by the ED. The functional ICC Austin ED job description is fully contained in the ICC Austin Board Ends and Executive Limitations policies.**

Purpose: As the sole employee of the Board of Directors, the Executive Director (ED) assumes ultimate accountability for the operations of the cooperative. The ED ensures the successful integration of ICC Austin's various operational elements within a clearly articulated and cohesive strategic plan.

Status: Reports to Board of Directors
Salaried/Exempt position

Responsibilities:

I. LEADERSHIP

- A. Provide top-level collaborative, consensus-based, operational leadership expertise to the members, Board and staff.
- B. Act as legal agent of the ICC Austin Board of directors to outside entities.
- C. Ensure ICC Austin operates within the guidelines of a clearly written strategic plan.

II. FINANCIAL REPORTING

- A. Monitor financial patterns and conduct research to develop plans to improve services, save money, increase revenues and decrease expenses.
- B. Manage the preparation of monthly and quarterly financial statements and reports suitable for use by staff, the Board and other users.
- C. Manage the annual budget plan development process

III. ACCOUNTING

- A. Maintain the ICC Austin accounting records in conformance with GAAP.
- B. Monitor financial systems and compliance with external requirements.
- C. Perform all functions related to payroll and ensure timeliness, accuracy and correct deductions.
- D. Ensure that all quarterly and yearly taxes are paid on time: business, property, corporate, payroll.
- E. Prepare end of year review packet for financial review or audit; coordinate annual close-out of year.

- F. Create and maintain sufficient process documentation to allow for the day-to-day performance of financial administrative duties by other staff.
- G. Within the limitations delegated by the GAA, engage and manage contractors, contract employees and other professionals in carrying out the core Financial Administrator duties.

IV. HUMAN RESOURCES

- A. Hire, train, evaluate, discipline, and manage all ICC Austin staff.
- B. Delegate and reassign duties and responsibilities to ensure efficient operations.
- C. Ensure a safe, healthy workplace for employees.
- D. Ensure reasonable internal controls are in place and functioning.
- E. Ensure all necessary operating policies are developed and reviewed regularly.

V. PLANNING

- A. Coordinate development and implementation of a multi-year strategic plan for ICC Austin operations.
- B. Take the lead in developing and implementing operational policies to support continued financial success, as appropriate.
- C. Work with staff and third-party financial contractors to ensure long-range planning, resource development, and annual budgeting.
- D. Ensure sufficient process documentation exists to allow for the day-to-day performance of ED function by other staff, if necessary.
- E. Ensure sufficient and documented succession planning for ED responsibilities.
- F. Develop and maintain training documentation and procedures for use by staff, the Board, and membership.

VI. COMPUTER AND DATA MANAGEMENT

- A. Ensure adequate safeguards are in place for data and files, including appropriate back-up for all data entered.
- B. Ensure ICC collects and retains appropriate data and minimizes the accumulation of irrelevant information.
- C. Keep existing software updated.

VII. POLICY GOVERNANCE

- A. Hold final accountability for compliance with all Executive Limitations and Ends policies.
- B. Ensure Board receives monitoring reports and other information necessary for high-level governing according to the Board-established monitoring schedule.

QUALIFICATIONS

- Bottom-line accountability for a business with a budget of \$1.5M annually
- Proven ability to lead and motivate others and to foster cooperation.
- Proven ability to develop and implement a vision.
- Business expertise and property management experience.
- Strategic planning experience.
- Oversight-level understanding of financial statements.
- Operating, capital, and cash budgeting experience.
- Proven ability to develop complex and robust systems.
- Excellent communications skills.
- Demonstrated ability to listen and respond appropriately.
- Demonstrated ability to give and receive feedback.
- Personnel management expertise
- At least ten years of senior-level work experience

FACILITIES MANAGER JOB DESCRIPTION

Purpose: The Facilities Manager conducts hands-on maintenance and improvement projects, oversees outside facilities contractors, helps develop and oversee facilities planning and budgeting, and works closely with the Member Services Director on the facilities-related aspects of membership administration. Expected use of time: 50% hands-on maintenance and/or improvement tasks and 50% facilities related administration, planning and oversight.

Status: Reports to Executive Director
Full time position – 40 hours/week
Salaried/Exempt position

Responsibilities:

I. HANDS-ON MAINTENANCE

- A. Ensure ICC Austin facilities operate in compliance with applicable laws, codes and ordinances.
- B. Provide initial direct inspection and assessment of reported maintenance problems.
- C. Complete repairs that can be done efficiently in-house.

II. IMPROVEMENT PROJECTS

- A. Identify and implement improvement projects based on both emergent needs and the facilities improvement plan.
- B. Combine hands-on work and outside contractors to optimize improvement project benefit.

III. MEMBERSHIP ADMINISTRATION

- A. Re-key rooms and conduct room check-outs.
- B. Develop and guide facilities training programs including, member maintenance officer training.
- C. Maintain good relationships between members and external contractors.

IV. FACILITIES PLANNING AND BUDGETING

- A. Develop, coordinate and implement a multi-year capital improvement plan for ICC Austin facilities.
- B. Develop small and medium improvement project plans.
- C. Collaborate with staff to incorporate facilities projects into budget plans.
- D. Coordinate improvement projects.
- E. Oversee and ensure maintenance and improvement spending aligns with budget.

- F. Ensure procedures are in place for handling likely emergency scenarios.
- G. Maintain a working knowledge of the city development process.

V. FACILITIES ADMINISTRATION

- A. Maintain and improve the member-initiated maintenance request system.
- B. Design and maintain a routine maintenance system.
- C. Design and maintain a facilities equipment tracking system.

VI. CONTRACTOR OVERSIGHT

- A. Engage and manage contractors to ensure appropriate facilities maintenance and upkeep of all ICC Austin facilities.
- B. Hire and oversee contract employees and other professionals, as need to carry out the core facilities functions.
- C. Manage and coordinate all contractor work.
- D. Maintain all necessary contractor records.
- E. Approve contractor payments.

VII. MISCELLANEOUS

- A. Perform other tasks assigned by the Executive Director.
- B. Conform to the expectations and guidance set forth in the staff policies.
- C. Attend the Board and committee meetings as requested/appropriate to support organizational excellence.
- D. Create and maintain sufficient process documentation to allow for the day-to-day performance of facilities and maintenance-related administrative duties by other staff.

QUALIFICATIONS

- Excellent mechanical aptitude.
- Complete understanding of common building systems.
- Commercial development experience.
- Project management experience.
- Computer/technical skills and experience.
- Organized and detail oriented.

LEASING SPECIALIST (beginning June 2018)

Purpose: The Leasing Specialist is responsible for providing administrative support, primarily in the areas of property management and leasing, to the Member Services Director. The Leasing Specialist will maintain positive, cooperative relations with all ICC Austin members.

Status: Reports to Member Services Director
Part time (20-25 hours/week)
Hourly/Non-Exempt position

Responsibilities:

I. PROPERTY MANAGEMENT

- A. Serve as the primary point of contact for all prospective members through the application and membership process.
- B. Process incoming member applications and follow-up with applicants.
- C. Prepare and execute leases in accordance with ICC Austin policies and procedures.
- D. Monitor progress on contract completion.
- E. Update the property management system and spreadsheets.
- F. Assist with coordinating the move in/move out processes.
- G. In conjunction with officer manager, assist with security deposit returns.
- H. Support the Member Services Director in other areas as-necessary.

II. MARKETING

- A. Assist with advertising available rooms using a variety of media (online, print, etc).
- B. Assist with annual market surveys to monitor ICC Austin's position in the Austin rental market.
- C. Participate in outreach marketing activities as requested.

QUALIFICATIONS

- Member-focused
- Strong interpersonal skills and ability to project friendly, outgoing personality
- Careful and methodical
- Detail oriented
- Fast-learner
- Self-directed
- Accurate data entry

Strong computer skills and comfortable working on computers

MEMBERSHIP DIRECTOR JOB DESCRIPTION

Purpose: The Member Services Director provides strategic guidance and expertise in the areas of property management, member relations, leadership training, marketing strategies and the cooperative movement. In addition, the position provides oversight for any alumni programs, fundraising, and other community development efforts.

Status: Reports to Executive Director
Supervises Leasing Specialist
Salaried/Exempt position

Responsibilities:

I. PROPERTY MANAGEMENT

- A. Review and revise leasing documents annually to insure compliance with all applicable laws.
- B. Develop, coordinate and implement ICC Austin leasing processes in accordance with all federal, state and local fair housing laws and regulations.
- C. Provide organizational guidance on the legal environment as it relates ICC Austin leasing practices.
- D. Conduct annual market surveys to evaluate and monitor ICC Austin's position in the Austin rental market.
- E. Research, develop and maintain occupancy data including historical, current and future trends.
- F. Prepare monthly occupancy reports for the staff and Board.
- G. Oversee contract release processes.
- H. Serve as official signatory for ICC Austin leasing contracts and other related documents.
- I. Provide or coordinate activities to ensure smooth move-in, move-out processes.
- J. Work with the Office Manager to ensure the property management system works effectively and efficiently with membership processes.
- K. Supervise the work of the Leasing Specialist.

II. MEMBER RELATIONS

- A. Develop and manage processes for regularly identifying changing member needs.
- B. Develop and manage process for member feedback on programs and services.
- C. Develop long-range planning for optimizing member engagement throughout the organization.
- D. Prepare membership-related reports for the staff and Board.

- E. Develop and implement operational policies and practices that support member relations.
- F. Provide guidance and expertise in conflict management and resolution.
- G. Develop mechanisms for collecting, tracking and reporting membership demographics.
- H. Establish and maintain collaborative relationships with members through committees and other avenues to support member goals.
- I. As time permits, develop and oversee alumni and fundraising programs.

III. EDUCATION & LEADERSHIP DEVELOPMENT

- A. Develop, implement and evaluate cooperative educational programs that meet member needs and align with organizational goals and objectives.
- B. Develop and conduct regular leadership trainings including house officer training.
- C. Develop education and training materials and ensure ease of access across organization.
- D. Develop and administer regular conflict resolution and mediation trainings.
- E. Coordinate additional trainings as required.
- F. Coordinate the annual member trip to NASCO Institute.
- G. Develop and monitor the education, office, and advertising budgets.

IV. MARKETING & OUTREACH

- A. Develop and coordinate annual marketing plan and strategies.
- B. Maintain the ICC Austin website and regularly evaluate accuracy of information.
- C. Develop and manage social media presence.
- D. Develop and maintain relationships with local college and university housing departments.
- E. As time permits, and within the overall external engagement strategy, develop and maintain relationships with Austin area cooperatives.
- F. Develop and monitor the marketing budget.

V. HUMAN RESOURCES

- A. Hire, train, evaluate, discipline, and manage the Leasing Specialist.
- B. Ensure reasonable internal controls are in place and functioning.

VI. MISCELLANEOUS

- A. Perform other tasks assigned by the Executive Director.
- B. Conform to the expectations and guidance set forth in the staff policies.

- C. Attend the Board and committee meetings as appropriate to support organizational excellence
- D. Create and maintain sufficient process documentation to allow for the day-to-day performance of membership-related administrative duties by other staff.
- E. Within the limitations delegated by the Executive Director, engage and manage contractors and other professionals in carrying out the Member Services Director duties.
- F. Provide training related to membership functions, as necessary.

QUALIFICATIONS

- Member-focused; strong desire to help members develop their organizational ideas.
- Strong interpersonal skills and ability to project friendly, outgoing personality.
- Excellent communication skills: good listener.
- Relevant bachelor's degree preferred, e.g. education, psychology, social services, human resources, business administration, etc.
- Experience developing and presenting educational programs required.
- Familiarity with, or enthusiasm for, the cooperative principles and the goals of ICC Austin.
- Experience with developing marketing and/or social media plans preferred.
- Current ability or potential aptitude to assume the Executive Director role.
- Proven ability to easily handle large amounts of complex, detailed administrative work.
- Demonstrated writing and editing skills.
- Demonstrated technical/computer skills.
- Self-starter who is willing to develop any skill deficiencies.
- Minimum five years' experience in member relations, leadership training and development, organizational development or related field.

OFFICE MANAGER JOB DESCRIPTION

Purpose: The Office Manager provides general office management including: administrative support to the Board and Board committees, bill payment, rent processing, reception and other administrative support to keep the office running smoothly.

Status: Reports to Executive Director
Full-time/Non-exempt position

Responsibilities:

I. GENERAL OFFICE MANAGEMENT

- A. Maintain a functional and efficient office environment.
- B. Provide support to individual ICC Austin staff members as time and expertise permit.
- C. Maintain working knowledge of the property management system.
- D. Research hardware and software options as requested by the Executive Director.

II. ACCOUNTING AND BOOKKEEPING

- A. Perform routine bookkeeping tasks and manage the flow of funds into and out of the organization including: receivables, payables, banking and account management.
- B. Ensure timely accurate payments and record-keeping.
- C. Conduct weekly bill processing.
- D. Ensure timely completion of monthly bank account reconciliation.
- E. Ensure up-to-date filing systems are maintained.
- F. Create and maintain sufficient process documentation to allow for the day-to-day performance of financial administrative duties by other staff, if needed.

III. BOARD ADMINISTRATIVE SUPPORT

- A. Ensure minutes are taken for Board and Executive Coordinating Committee meetings.
- B. Compile monthly Board meeting packets and deliver them to houses.
- C. Develop working expertise of Board policies and processes.
- D. Maintain the annual Board calendar.
- E. Maintain Board communication systems.
- F. Anticipate and respond to Board of Director needs.

IV. MEMBER ACCOUNTS AND MEMBER AFFAIRS

- A. Receive and process rent payments.
- B. Coordinate payment-plan process.
- C. Oversee the house bank accounts.
- D. Develop house account processes.
- E. Train House Treasurers.
- F. Process security deposit returns.
- G. Identify emerging member financial issues and provide pro-active guidance.
- H. Help implement student affairs practices based on theoretical models.
- I. Work with the Membership Administrator to ensure the property management system works effectively and efficiently with accounting processes.
- J. Provide financial training as necessary.
- K. Oversee eviction filing process and attend hearings.
- L. Design and distribute informational and event flyers
- M. Organize and design ICC Austin Weekly News email

QUALIFICATIONS

- Member-focused
- Strong interpersonal skills and ability to project friendly, outgoing personality
- Fast-learner
- Broad skillset
- Self-directed
- Detail oriented
- Accurate data entry
- Strong computer skills and comfortable working on computers
- Experience with Excel and QuickBooks
- Experience with A/P a plus
- Good communication skills

ACKNOWLEDGEMENT OF RECEIPT

I hereby acknowledge receipt of a copy of the Staff Policy and understand that it is my responsibility to read and comply with it.

SIGNATURE

DATE: _____