



GUIDE

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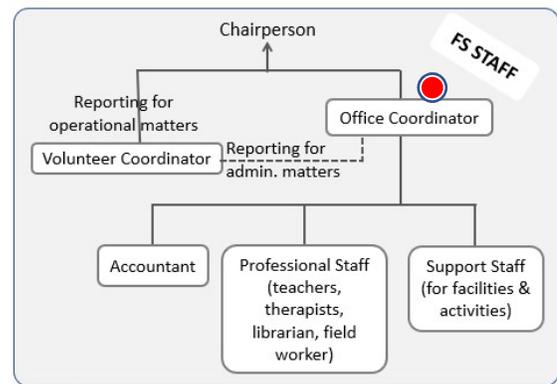
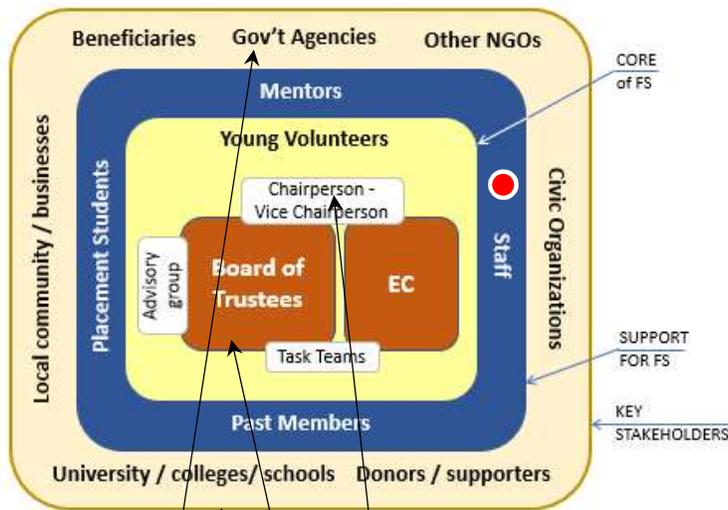
OFFICE COORDINATOR

The Office Coordinator makes sure that Friends Society functions smoothly and effectively by focusing on management and administration aspects of the operation. He or she works closely with everyone at FS and reports to the Chairperson. This is a critical position for FS.

Clarification: The Office Coordinator primarily has a responsibility for **overseeing and coordinating** staff related matters. This means that most of the work will be done by the staff. However, the Office Coordinator will **perform, himself or herself, the functions** directly when necessary, and not just oversee them.

PRIMARY RELATIONSHIPS WITH OTHERS:

- Office Coordinator



Is a part of the staff group at FS; all staff report to the Office Coordinator (except that Volunteer Services Coordinator has dual reporting relationship and reports to the Office Coordinator only on administrative matters)

Reports to the Chairperson

Assists the Board of Trustees on all administrative and logistic matters and attends all BOT meetings

Has informal and casual relationship with all other organizational components (EC, volunteers, past members, placement students, etc.).

Works on regulatory requirements and with government agencies as required

Roles and Responsibilities of the Office Coordinator:

Overall responsibility for all staff, office management and administration functions at FS.

Eight key components:

1. Staff supervision and management

All matters related to the FS staff (hiring and appointment letters, determining compensation, conducting performance reviews, tracking attendance and timeliness, addressing staff concerns or issues that arise, personnel records, etc.).

Note: this will include the Volunteer Services Coordinator who will have dotted-line reporting relation to the Office Coordinator for administrative matters (but will report to the Chairperson on all functional / program related matters)

2. Day-to-day financial matters

Ensure that bills and salaries are paid; handle other such accounting tasks. Maintain necessary amount of cash on hand (petty cash)

Ensure that all donors are provided receipts, copies of the 80g certificate, and thank you letters (Note: The Vice Chairperson has the overall responsibility for donor management)

Approve any single expense up to Rs. 1,000 - within a limit of Rs. 5,000 total in any calendar month.

3. Office operation related matters

Attend to visitors and phone calls; handle emails, maintain the notice boards; maintain supply of membership form, letter head, envelopes, etc.; arrange for printing as required; obtain necessary office supplies and equipment; and other operations related matters.

4. Facility related matters

Ensure cleanliness of all parts of the premises and neatness and well-organized storage areas; arrange repair of any equipment, lighting, civil works, etc.; ensure upkeep of all furniture; maintain stock and arrange purchase of housekeeping material; and other facilities related matters

5. Regulatory matters

Ensure that all regulatory matters related to charity commissioner, FCRA, etc. and activities such as filing reports with agencies, obtaining trustee signatures for documents, are carried out properly and timely; meet and communicate with the government officials as necessary by visiting offices, writing letters, and other such tasks

6. Documentation

Maintain records and archives, membership files, FS activity photographs

7. BOT Coordination

Serve as a coordinator for the BOT – schedule meetings, send communications, maintain meeting minutes, get trustee signatures for the minutes, maintain records of all minutes and other such BOT related tasks; attend BOT meetings

8. Safety & well-being of all

Ensure that the FS facilities are safe and won't cause injuries to anyone using them; ensure that the FS policy on sexual harassment is posted and publicized.

Work assignments:

- Primarily, Chairperson will assign specific tasks to the Office Coordinator, as necessary, in addition to the overall role described above
- Any trustee may assign to the Office Coordinator some tasks related to their own projects. Such task assignments are likely to be infrequent. In case of conflicting task assignments, the Office Coordinator will check with the Chairperson to determine which tasks will get priority.

Expectations:

1. Work Hours: part time; 30 hours / week (5 hours / day, 6 days / week)
2. Keep commitments (such as for attending meetings and doing what one says he or she will do; be on time; and so on)
3. Treat everyone with respect (volunteers, students, beneficiaries, parents, staff, etc.).
4. Involve everyone in discussions during meetings (formal or informal); encourage quiet or shy members to join the discussions.

Listen to all points of view with open mind; do not act in autocratic or dictatorial manner. In other words, practice participative management and arrive at decisions using consensus method

Handle difficult situations and conversations tactfully such that you make your point in such a way that the other person does not feel disrespected or mistreated.
5. Develop rapport with young volunteers; establish credibility with them. Treat them with respect and tactfully without coming across as their superior; treat, and refer to, them as “young adults” – not as “kids.”
6. Actively identify someone, particularly young volunteer or visitor, who appears to be confused or not sure what to do, and talk to him or her
7. Keep eyes and ears open for situations where any volunteer, beneficiary, or staff is treated badly or harassed in any manner at the FS campus or during any FS sponsored activity. They need to address the situation directly, or through the Chairperson. Read FS’ “Sexual Harassment” policy and two related posters and become fully familiar with their content.
8. While at the FS campus or during any FS activity, maintain professional and appropriate decorum, dress appropriately, and behave in such a manner that others don’t find the behavior offensive.
9. Promote positive image of FS while interacting with others you come across in your personal and professional lives; be a strong messenger and advocate of FS.

Key Reference Information: (FS was established on August 15, 1969)

Address: Friends Society, Petit Library, Opp. Parsi Agiyari; Fatehganj, Abbas Tyabji Rd, Vadodara 390002, India
(Note: it is on Fatehganj Main Rd and near Rangoli restaurant)

Phone: +91-265-275-0629 Email: office@fsvadodara.org Website: www.fsvadodara.org

Registration: Donations are exempted from income tax under Section 80G(5) of the Income Tax Act 1961
Bombay Public Trust Act 1950 - Reg. No. Vadodara F-109; Society Registration Act 1860 - Reg. No. Guj/351/Vadodara

FS Logo:



 This symbol indicates “Youth, Society Integration”
FS motto is “Self-development Through Service”

Key documents: (1) “Governance at Friends Society (Management and Administration)” and (2) “Sexual Harassment Prevention, Prohibition and Redress - Policy & Program.” They are available on the FS website.

Frequently used abbreviations: **BOT** (Board of Trustees); **EC** (Executive Committee); **ICC** (Internal Complaints Committee – part of sexual harassment policy); **OC** (Office Coordinator); **VSC** (Volunteer Coordinator or Volunteer Services Coordinator); **CH** (Chairperson); **VC** (Vice Chairperson); **FS** (Friends Society)

OUR MISSION

What we are all about, our reason for existence

Help young volunteers realize self-development through participation in activities for providing service to the people in need.

PRINCIPLES

Guidelines for how we do things, core values we do not deviate from

1. Believe in each person's potential to achieve better things
2. Members realize self-development through service provided
3. As custodians of other people's money, we spend it judiciously
4. Treat each other with respect
5. Safety and well-being of the people we serve through our activities are important
6. Safety and well-being of volunteers participating in our activities are important
7. Avoid duplication of activities carried out by other organizations

PRACTICES AND CONVENTIONS

Practices and beliefs followed informally over the years at FS

- ✓ Beneficiaries are our friends
- ✓ We value small contributions from large number of people compared to one big donation
- ✓ We may have political belief system or inclination, but we keep it out of FS
- ✓ We do not seek publicity; however, we do not shun the due publicity for the activities or FS (but not for individuals - our work for FS is selfless)
- ✓ We focus on issues and not individuals. We fix mistakes and not persons
- ✓ Leader should be felt and not be visible; a leader is best when people barely know he/she exists
- ✓ We believe in "service to people" but not at the cost of studies/job responsibility/family

SEXUAL HARASSMENT POLICY

Friends Society (FS) will ensure work environment that is free from sexual harassment for all its volunteers, staff and beneficiaries. This applies to activities at the FS operations at the Petit Library or carried out anywhere else.

FS will create an Internal Complaints Committee. Its members will be appointed by the BOT. When a complaint is filed and investigated by the FS Internal Complaints Committee (ICC), the complaint is upheld by the Committee, and the ICC report is submitted, the Board of Trustee will take actions it deems necessary for the given situation, including expelling a member or staff who may have been involved.