Allison Boucher
Roles and Responsibilities - Updated 2014

FINANCIALS

Strategic:

- Asses and advise Treasurer/ E.D. on current financial statements
- Ensure the FDFA is compliant with policies/procedures
- Account management – research/monitor investments (GIC's) – provide recommendations to Treasurer/ E.D.
- Oversee annual audit

Administrative:

- Responsible for accurate and timely preparation of all financial statements
- Responsible for preparation of consolidated annual budget
- Responsible for all purchases/payables and revenues/receivables
- Responsible for account reconciliations - bank/credit card
- Responsible for payroll and employee benefit plans
- Ensure the FDFA is compliant on all mandatory government remittances, i.e. HST/ payroll deductions

STAKEHOLDER/MEMBERSHIP

Strategic:

- Identify new companies/products/brands for duty free stores
- Identify/facilitate process for member feedback on programs/services
- Promote/sell memberships, facilitate application approval process

Administrative:

- Member enquiries and requests, i.e. locating and forwarding information
- Manage/update membership listings, i.e. notify TIAC, RCC and keep website listings current
- Send various Member communications
- Update FDFA Connect (buyers guide) accordingly

BUSINESS DEVELOPMENT MANAGEMENT i.e. bag program

Strategic:

- Source proposals through RFP for plastic/eco-bag programs – analyze proposals
- Formulate recommendations for the Board to review/approve
- Survey Operators to determine their needs/wants – create/send order forms – submit consolidated order

Administrative:

- Monitor production/shipping of bags

MARKETING

Strategic:

- Work with E.D. in vetting process to identify firms
- Instrumental role in collaborating, planning of annual program
- Lead in program rollout – key contact between FDFA/Mars

Administrative:

- SharePoint – set-up new communication platform

LEGAL/LOBBYING ACTIVITIES - increased support required with current lobbying for RoadTRIP

- Schedule/ track meetings with Government - MP's
- Forward key documents to government as required
- Format, circulate letters/communications to Board, Members, Government representatives

BOARD SUPPORT

- Create Board Meeting Schedule, identify dates for live meetings
- Format monthly/bi-monthly board meeting documents
- Create Board webpage, formulate/upload documents as required
- Primary contact in absence of E.D. – vacation etc.

CONVENTION/MEETINGS: Oversee the annual, semi-annual, live Board and/or Committee meetings in all areas including:

Strategic:

- Research/identify location for future meetings in conjunction with Board approved schedule - analyze options, create and forward report with recommendations to BOD and/or Committees
- Lead contact for Conference Direct – oversee site selection process
- Strategic, operational and budget planning/development and implementation
- Identify required vendors, negotiate contracts – source proposals for audio visual, customs/freight providers, service providers, décor, convention directory publications and signage – analyze options, create/forward reports to Committee and/or BOD – manage and facilitate as necessary
- Program development, exhibit and sponsorship planning
- Develop and oversee roles/responsibilities for Convention Intern and volunteers
- Historical attendance tracking and reporting; evaluative reports, recommendations
- On-site operations: registration, VIP management, transportation, sessions, Gala & Awards

Administrative:

- Facilitate committee meetings and detailed event planning
- Administration of hotel room block
- Develop and manage online registration software
- Communications to members – create and forward all event notices, event registration, special instructions and facilitation of accommodations for all VIP's and invited guests
- Report to Committee and/or BOD up-to-date status of registrations, sponsorship and budget
- Liaison with event property to ensure all contractual requirements are met
- Prepare, print and facilitate transportation of Operators binders (with all documents) prior to every Semi-Annual Meeting and Convention
- Silent auction – acquire donations, facilitate auctions
- Business & Professional Development Summit – new format - liaise with speakers regarding travel, accommodations, audio visual requirements, presentation timeline
- Convention registration/attendance has increased 30% over last 5 years – increased program and event elements

OFFICE MANAGEMENT

Strategic:

- As directed by E.D., oversee special projects - responsible for the development, administration, and promotion of projects
- Liaise with the building management for any problems arising from cleanliness, comfort, safety, or security of leased office space

Administrative:

- Maintain the financial and corporate records for association
- Coordinate the gathering of signatures for all corporate resolutions, legal documents, tax forms, census information and related material required for the organization

- Source competitive vendors i.e. phone/internet/printing
- Responsible for sourcing and facilitating Gold Standards Awards including preparing/distributing award package, collection of submissions and production of actual awards presentation
- Oversee professional graphic artist on FDFA design requirements

- Manage files pertaining to legal records, tax records, leases and confidential corporate files
- Maintain the inventories of office supplies and related expendables
- Manage deliveries to and/or from office; keep abreast of current messenger, UPS, express, and US Postal Service rates, services and regulations
- Responsible for information technology - maintenance of all office hardware and equipment, resolving IT issues and requirements
- Manage the employee insurance benefit programs (this would include health, life, disability)
- Provide membership statistics, profiles, and special membership reports as required
- Facilitate travel arrangements for ED, FDFA BOD and Committees
- Drop Box account – organize, store and share files as needed

WEBSITE MANAGEMENT (FDFA SITE)

Strategic:

- Instrumental in overall design, planning and execution of site
- Design and create new pages as needed – constantly increasing
- Create and upload new documents - Insure all content is current – update as required, i.e. sales statistics

Administrative:

- Assign member accesses – monitor permissions and security
- Liaise with website host company for performance issues
- Responsible for domain and hosting renewals