

## Position Description – Service Member

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Service members work 24 full day shifts a year at the OAND office in Toronto. Service members assist the OAND staff the OAND by carrying out various duties, including:

- Answer reception telephone, when office administrator is absent or unavailable, screen calls to determine caller request and forward to appropriate staff member
- Answer all ND referral calls and general information calls regarding naturopathic medicine, OAND membership, insurance and events
- Respond to fax or e-mail inquiries (as per subjects listed above)
- Assist with seminar registration, making reminder calls, room set-up etc.
- Assist staff with mailings – photocopying, stuffing envelopes, labelling, postage, taking mail to post office, etc.
- Track referrals
- Prepare courier packages, delivery slips, call for pick up
- Distribute incoming mail
- Assist staff with general office tasks (i.e. filing) as directed

Service members receive many benefits including:

- Complimentary OAND membership for the duration of service membership
- Complimentary registration for the current year's OAND Annual Spring Conference
- Priority registration in the OAND Annual Fall Convention Work Exchange Program
- Increased knowledge about the OAND, the naturopathic profession and public interest in naturopathic medicine
- Skills training

Service members must commit to working their scheduled shifts of 24 full days (9am -5pm) per year including attending a mandatory training session (approx. 3 hours). Service members must sign a contract agreeing to the above as well as a confidentiality agreement. Service members are expected to provide unbiased referrals and information based on OAND policy as stated in the referral manual. Due to the increased responsibilities and skills required for service members, we have implemented a selection process for these positions.

This is a wonderful opportunity to work in a relaxed office environment and become more involved with the naturopathic profession and the OAND. Here's what a previous Service Member had to say about her experience:

*"Being a service member, I have gained such a wonderful insight into the various gears that are turned by the hardworking OAND staff. Everyday is an adventure – talking and answering public queries, talking to media who are looking for expert opinions, and learning what new policies the OAND is working on with the government. It has been a great opportunity to stay in the professional loop with my colleagues, as well as a way to contribute a small service back to the OAND." - Roxanna Mirza*

If you are interested in becoming a service member, please complete an application form and forward along with your resume by e-mail to [marketing@oand.org](mailto:marketing@oand.org). Only qualified candidates will be contacted for an interview.