

POSITION DESCRIPTION:

Council Service Territory Performance Champion

PRIMARY FUNCTION: Prepare Monthly STACK Chart Reports and Trending Graphs for CST 10 Councils. Distribute same on monthly basis to CST 10 Council Key 3s, CST 10 Key 5 & CST 10 Council Advocates

QUALIFICATIONS that Contribute to Success in this Role

| Personal Attributes | Skills and Competencies | Experience |
|--|---|---|
| <ul style="list-style-type: none"> • Initiative and self-motivation • Process-oriented • Highly organized | <ul style="list-style-type: none"> • Knowledge of national performance standards and operating measures • Skill in analyzing data • Ability to address issues and formulate responsive remedies and alternatives | <ul style="list-style-type: none"> • Strong technology expertise and history of adapting to new platforms • Experience in working with others to improve operations and performance |

Summary of RESPONSIBILITIES

1. Serve as part of the CST leadership team, engaging in general planning and regularly reporting on the status of compliance with council performance standards and performance improvement.
2. Communicate with councils to ensure awareness of national performance standards and status of council Compliance.
3. Proactively support councils by serving as an ally to coordinate resources and assistance to help them improve their performance.
4. Assist CST Key 5 in developing a Council Improvement Plan (CIP) if performance falls below minimum performance standards and help to provide resources to assist the Council.
5. If required improvement cannot be made, provide data to support recommendation that a Transitional Charter be Issued and, if requested by the CST, be prepared to provide and analyze data related to transitional actions.
6. Be a resource to CST 10 Key 5 for Council Transitions, including Mergers
7. Assist in Planning CST 10 Key Leader Conference & Spring Conference

To summarize time commitments related to the tasks above, the expectation is that the CST Council Performance Champion would participate in:

- Zoom meetings of the CST team (every other month in CST 10)
- Zoom meetings of the NOLC Council Performance lead (as scheduled)
- In-person CST conferences (fall and spring for CST 10)
- Frequent communication with CST Key 3+ and Council Relations Lead re performance issues
- Direct communication with designated Councils and with any Ad-Hoc teams created to assist councils

TERM

The general term of office for a CST Council Performance Champion is two years. However, appointment is annual, with the possibility of re-selection for up to three years.