



COMMITTEE TERMS OF REFERENCE

Name of Committee:

Services Committee

Updated: March 23, 2011

- Standing Board Committee**
- Ad Hoc Committee**
- Stakeholder Committee Involving SAO**

Mandate:

To improve the quality of services offered through the SAO.

Authority:

Reports to the SAO's CEO.

Purpose:

To act as an advisory group on issues impacting the current and future services provided by the SAO.

Deliverables:

1. Provide verbal reports at SAO Member meetings as necessary.
 2. Post an executive summary of each meeting on SAO website to keep the members informed.
 3. Keep details of statements and all information confidential within the committee and report only on summary information, rationale and an explanation of changes to service charges to PSO/PRO's.
 4. Assist in the development of the annual client satisfaction survey and review and circulate the results.
-

Membership:

3-5 Member/Tenant Reps
SAO Director of Finance
SAO Facility Manager

Current Members:

Blair Webster
Linda Kirk
Jim Crosscombe
Andrew Backer
Claire Jones
Glenda Costa
Lore Dehmel

Qualifications:

- The committee members must be an employee of an Association with a tenant/member relationship.
- Committee members must attend no less than 75% of all committee meetings
- Members should have an understanding of the services offered through SAO.

Term of Office:

- Term of office shall be two years to a maximum of 4 years
- Appointments and/or call for applications shall be made annually on April 1 (to exclude SAO Staff).

Co-Chair/Lead:

SAO staff members – Financial and Facility

Meetings:

Quarterly meetings or as needed.

Benefits:

- Gain experience in SAO services and working with committees.
- Expand professional contact network.
- Gain experience that can be used on the job coordinating presentations.

Measure of Success:

- Satisfied tenants/members – measured by improved survey results.
- Achieve 90% customer retention.