

# Moose International, Inc.

## Job Description

<b>Job Title:</b>	<b>Territory Manager</b>
<b>Department:</b>	<b>Membership</b>
<b>Reports to:</b>	<b>Regional Manager – Field Operations</b>
<b>FLSA Status:</b>	<b>Exempt</b>

### **GENERAL SUMMARY:**

A multifaceted position with the principle responsibility to assist Moose Lodges in improving their Fraternal and Business operations. He/she will provide leadership and direction to encourage and assist in implementing programs consistent with the laws and policies of the fraternity which will enhance fraternalism, improve operations, and satisfy the needs of the members and their families. Success is measured by the performance of each assigned Lodge in his/her territory in increasing active membership, increasing donations to Moose Charities, decreasing indebtedness to Moose International and building the net equity of the Lodge.

### **ESSENTIAL JOB FUNCTIONS:**

- Works with Lodge leadership to ensure that each Officer understands and fulfills his/her duties towards the benefit of the Lodge and its members
- Assists Lodges in creating and implementing mentoring and leadership training initiatives that will help develop capable officers and volunteers
- Interacts with Lodge Officers, members and staff to identify areas of fraternal/operational inefficiencies and/or member dissatisfaction, then moderates discussion with Lodge Officers in effort to resolve identified issues
- Provides for immediate individualized training in areas identified as a critical deficiency and recommends appropriate training through other resources for areas of routine operations
- Regularly examines the books and records of assigned Lodges and makes recommendations on: improvements to recordkeeping; business operation changes; and the development and implementation of programs to maximize Lodge membership and profitability in every business segment in which a Lodge is involved
- Utilizes reports provided by Moose International to actively monitor progress of the Lodges within his/her territory; makes recommendations and suggestions based on information contained in reports
- Identifies negative trends that indicate that the Lodge may encounter financial issues in the future and communicates that information to both Lodge leadership and the appropriate departments within Moose International
- Reviews duties of the Financial Review Committees with the committee's members of each Lodge within assigned territory, and provides training as necessary

- Promotes all annual and periodic membership campaigns from Moose International and assures that the information is passed on to Lodge members through materials in the Lodge home, as well as print and electronic communications
- Assures that Lodges and individual members are properly recognized for maintaining or increasing active membership
- Assists Lodges in creating fraternal programming and community service initiatives which engage members and create a positive public impression of the Lodge
- Recruits and trains volunteers to assist with the monitoring of Lodges in assigned territory or remotely located Lodges identified as requiring frequent monitoring, or those with specialized needs that a particular volunteer can offer
- Communicates regularly with Chapter Advocates to ensure that Lodge and Chapter members are working together to advance the goals of the fraternity
- Communicates all findings, recommendations and progress reports to appropriate Moose International staff, Lodge Officers and other support personnel
- Actively creates new Service Centers and Lodges within assigned territory

#### **SECONDARY JOB FUNCTIONS:**

- Monitors payments of Moose International loans and accounts receivable by Lodges within the territory
- Promotes advancement of Lodge members to the Moose Legion and Higher Degrees
- Assists other Moose International departments in promoting, implementing and/or achieving compliance with their respective programs within assigned territory
- As required, assists in the planning of Association Annual Conventions and Mid-Year Conferences, as well as assuring that agendas are properly completed
- As required, represents Moose International at Moose Association meetings and other events of significance to the organization, its mission and purposes
- Assists in planning visits of The Moose Chairman of the Board to Associations within the assigned Territory; including the coordination of transportation by Association representative.
- Verifies information on Recommendation Forms and approves recommendations for the Fellowship Degree of Honor.
- Assists in actively contacting delinquent Pilgrims on list provided periodically by The Moose C.E.O. office
- Interacts with various creditors, regulators and vendors in determining assigned lodges' status with financial obligations
- Testifies in criminal, civil and/or fraternal judicial proceedings, as required
- Submits recommendations for The Moose boards and committees, as required
- Other duties as assigned

### **DEPARTMENT GOALS:**

- Develop capable leadership teams for each Lodge within an assigned territory
- Improve Fraternal and Business Operations primarily within in assigned Lodges and secondarily organization wide
- Aid in increasing Active Members, primarily in assigned Lodges and secondarily within The Moose as a whole
- Decrease outstanding indebtedness of assigned Lodges to Moose International
- Increase Lodge giving by assigned Lodges in support of Moose Charities
- Increase number and quality of fraternal programs and community service efforts for each Lodge within an assigned territory
- Identify, recruit and train qualified volunteers to support the paid staff in the achievement of departmental goals

### **SUPERVISORY REQUIREMENTS:**

- Oversees the activity of volunteers within their territory

### **INTERNAL INTERACTIONS:**

- Regional Manager – daily to weekly
- Director of Field Operations – weekly to as needed
- Membership Department Staff Management – weekly to as needed
- Other Territory Managers – as needed
- Office of Compliance Staff – as needed
- Other Department Directors and Staff – as needed

### **EXTERNAL INTERACTIONS:**

- Moose Lodges, their Officers and members - daily
- Moose Associations – as needed
- Banking/Financial Services Representatives – as needed
- Realtors and related professionals – as needed
- Vendors supplying Lodges in assigned territory – as needed
- Governmental investigative, regulatory and taxation representatives – as needed
- Judicial bodies and representatives – as needed

## **MINIMUM REQUIREMENTS**

- High school diploma or equivalent, some college preferred
- Experience using personal computers utilizing a Microsoft Windows operating system, MSOffice Suite, and Internet Explorer
- Experience writing comprehensive reports and observations
- Comprehensive knowledge and ability to use QuickBooks On Line, and the skills to teach others the proper utilization of this software; or the ability to attain this knowledge in an expedient manner
- Prior management experience, preferably in Lodge, food and beverage, or other hospitality-related environment
- Strong organizational and interpersonal communication skills
- Ability to routinely manage multiple tasks simultaneously, to quickly adapt to changing situations and to solve problems with minimal supervisor intervention
- Ability to work both independently and cooperatively within a team environment
- Use of a personal vehicle; a valid driver's license, a good driving record, and the ability to drive in daylight or nighttime
- Able to work away from home as necessary, occasionally up to several weeks at a time
- Must possess the ability to receive/send communication via phone and e-mail from both home and while traveling in the field.
- If employed in the Quebec province of Canada must be bi-lingual in English and French.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Associate's or Bachelor's degree in Business Administration, Accounting or Finance are preferred but will accept documented on-the-job experience
- Self-motivated and results oriented
- Effectively expresses ideas and facts in a succinct, organized manner
- Makes clear and convincing oral presentations
- Considers and responds appropriately to ideas and thoughts expressed by others
- Ability to persuade others, gain cooperation, and influence outcomes as well as foster commitment and team spirit
- Adaptable to new information and ideas, changing conditions, unexpected obstacles and different leadership styles
- Experience recruiting and training volunteers

- Detailed and comprehensive knowledge of The Moose fraternal organization—its structure, leadership, history, rules, new lodge/chapter/service center policies and procedures, and formal/informal relationships within Moose International, Inc. and its subsidiaries and related organizations, or the ability to develop this knowledge quickly
- Experience in collection of delinquent debts
- Direct supervisory experience, including feedback, coaching, and developing staff
- If assigned to a territory outside the U.S., a valid passport and the ability to travel outside the country

**WORKING CONDITIONS:**

- Frequent travel by car; travel by watercraft or aircraft in a variety of weather conditions required on occasion
- Moose Lodge work locations include offices and work areas typical of a food and beverage establishment, which can be in multi-story buildings and may not have an elevator.
- Able to carry approximately 20 pounds of computer equipment and other work supplies over a variety of possibly uneven surfaces, up and down stairs or inclines, for distances typically under 100 yards.
- Additional assignments in hotel/convention center-type venues

**This job description in no way states or implies that these are the only duties to be performed by the jobholder. He/she will be required to follow other instructions or perform other duties as requested by his/her supervisor or manager. Essential duties may change.**

**The undersigned have reviewed the contents of this job description and believe it to be accurate.**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_