



Notice of Annual General Meeting and Call for Board Nominations

Date: June 15, 2017
Time: 4:00 pm - 6:00 pm
Location: Canadian Museum for Human Rights
85 Israel Asper Way
MTS Room

In accordance with MCCA By-laws, please be advised of the annual general meeting of the Manitoba Customer Contact Association (MCCA).

If you would like to be considered for nomination and election to fill a two year term on the Board of Directors, the Nominations Committee is accepting "Letters of Interest" from members. To apply see details noted below.

All MCCA members are invited and encouraged to attend the annual general meeting. Your continued support of MCCA throughout the past year has been greatly appreciated and we look forward to another successful year of Industry education, awareness and engagement. I look forward to seeing you all on **Thursday, June 15, 2017.**

Dana Barker
Chair of the Board
Manitoba Customer Contact Association

Call for Board Nominations

Is this the LEADERSHIP opportunity for you?

Manitoba Customer Contact Association (MCCA) is seeking 4 individuals for Board nomination who possess the skills, experience and values needed for MCCA to continue to grow and succeed in an increasingly competitive and complex Industry.

In addition, MCCA is looking for 1 non-voting member of the Board, whom shall be a representative of the Vendor Members. The non-voting member shall have all the rights and obligations of a voting Director of the Board, including the right to receive notice and participate in meetings of the Board, except both the right to vote on any matter to be decided by the Board and the right to be appointed an officer of MCCA.

Benefits of Serving as a Board of Director:

- Experience a greater return on your membership investment. By getting involved you will meet more people and learn new things;
- Gain experience in a new area: there are opportunities to gain volunteer experience and skills that are different to your workplace experience;
- Develop leadership skills: being a volunteer leader will give you the opportunity to work with committees and gain leadership skills that will benefit your career;
- Opportunities to attend leadership events that focus on education and networking with other leaders;
- Create business relationships with individuals you might not otherwise have an opportunity to meet or work with;
- Meet new Industry colleagues;
- Enhance your organization's ROI of your MCCA membership with recognition at functions, identification of your role & organization on MCCA website;
- Have direct involvement in setting MCCA strategic direction.

Do you have any of the following qualifications?

- ✓ Ability and eagerness to deal with values, vision and the long term
- ✓ Capacity for big picture, future-oriented thinking
- ✓ Appreciate the difference between governance and management
- ✓ Ability to work as a disciplined, high-performance, trustworthy and ethical team
- ✓ Have knowledge about the services to members and vision/goals of the association
- ✓ Be able to actively participate in open and careful deliberation on all matters
- ✓ Have a willingness to invest in others, inspiring confidence and enthusiasm
- ✓ Have support from his/her employer and colleagues regarding the time commitment required for Board service

Successful Board members will govern MCCA to promote the development and sustainability of a growing, healthy, and dynamic Industry. We have an Executive Director who manages a professional staff team, an annual operating budget of \$350,000+, Directors and Officers Liability insurance, and we use a Policy Governance® system of governing. We meet as a Board a minimum

of 6 times per year at times convenient to the majority of our Board members (*typically in June, Sept, Oct, Jan, Feb, & Mar*).

Interested, qualified applicants will forward a letter of interest including a brief BIO via email, mail to the MCCA Nomination Committee members:

Attention:

MCCA NOMINATION COMMITTEE
Shannon Granovsky, MCCA Director
Susan Simcic, MCCA Director
Bruce Rose, MCCA Executive Director

Email: bruce@mcca.mb.ca

or

Mail or deliver in person:

Manitoba Customer Contact Association
1000 Waverley Street
Winnipeg, MB.
R3T 0P3
Attention: MCCA NOMINATION COMMITTEE

Deadline for applications: **May 24, 2017**