

Report on the Office

Presented by JF Lepage, Deputy President

SUMMARY

This working paper presents an overview of the work being done at IFATCA's headquarters in Montréal, Canada, by our Office Manager, Ms. Tatiana Iavorskaia.

1. INTRODUCTION

- 1.1. The position of Office Manager (OM) has existed for almost as long as IFATCA. As highlighted in the IFATCA Administrative Manual (IAM), the Office Manager is an appointed, ex-officio member of the Executive Board. Among the many duties of the position, the OM works in close coordination with the EVP Finance (EVPF), the accountant, and the auditor of the Federation. Officially, the OM is under the responsibility of the Deputy President (DP), but in reality, it would be a more accurate to say that without the OM, the DP would be completely lost.

2. DISCUSSION

- 2.1. The areas of expertise of the OM are numerous and varied. The OM is the bookkeeper of the Federation, the person who does almost all the coordination with our accounting firm, the auditor, the bank and the Federation's accounts. The OM is in charge of invoicing the Member Associations (MA) of the Federation, keeping track of the money coming in and going out, producing the minutes for the Executive Board (EB) conference calls and meetings, taking care of the office, paying the rent and the bills, preparing the Annual Conference agenda, working papers, reports, keeping manuals up to date, and the list could probably be ten pages longer.
- 2.2. As highlighted in the IAM, the OM is the only salaried position of the Federation. Which means Tatiana is our only paid employee. And she has been a devoted employee of IFATCA since 2001. If my calculations are accurate, it means we are celebrating her 25th anniversary with IFATCA this year. That is longer than my controller career. It is important to recognize that Tatiana is not only our one and only employee; she also carries the corporate memory of IFATCA. In simple words, she knows everyone (and I think it is fair to say that everyone knows her), and she knows perhaps not everything, but certainly more than all of us together when it comes to what happened when and where.

2.3. I will repeat what I said last year, because I think it is still extremely accurate: I could make this report very long and describe in detail what Tatiana has been doing for us over the last year, and risk forgetting half of the things she has done. Because I know she does much more than what we individually see. I know also that while the Office Manager falls under my responsibility, Tatiana doesn't need my assistance at all to perform her duties, it is probably me who needs her more. Just to give an example, while I was working on the IAM overhaul, several questions came to mind that needed Tatiana's input. Why is this written? Why do we have this list? Do you remember when this came into effect? Do we still do this? And of course, she had a response for all of my interrogations. She is fantastic.

3. CONCLUSION

3.1. One of the downsides of not being at ICAO anymore is that I don't get to see Tatiana as often as I used to, when I just had to walk across the street. But we keep in touch, and she is always there for me (and for us) whenever we need it. She is an invaluable asset to this Federation, and I hope she will be with us for many more years. There are no words to describe how much she contributes to the success of IFATCA, and I think I can speak for all of us when I say IFATCA would not be the same without her. She shaped this Federation just as much as we all did, and part of it is hers, in a way. On behalf of the entire Executive Board and the entire Federation, I wish to congratulate you for your quarter of a century with IFATCA, thank you for all the work you are doing for us, you go above and beyond what is required from you and thanks to you, everything runs smoothly. Sometimes your work may not be visible, precisely because you make sure everything works well, but it certainly doesn't go unnoticed by the Executive Board.

4. RECOMMENDATIONS

4.1. It is recommended that this working paper is accepted as information.

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