

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 (IFATCA, 2024: 21). 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. The OM is under the responsibility of the Deputy President (DP), but it would be a more accurate to say that without the OM, the work of the DP would be very difficult to accomplish.

2. DISCUSSION

- 2.1. The areas of expertise of the OM are numerous and varied. The OM is indeed 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 (IFATCA, 2024: 39). Which means Tatiana is our only paid employee. And she has been a devoted employee of IFATCA since 2001 (we should all keep this in mind, next year will be her 25th anniversary with the Federation). 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 each and every one of us individually.

- 2.3. I could make this report very long and describe in detail what Tatiana has been doing for us over the last year, or I could make it rather short by saying that while the Office Manager falls under my responsibility, Tatiana doesn't need my assistance at all to perform her duties, it is probably the other way around.
- 2.4. Even though I am in Montréal, which should make it easier for me to visit the office (and her) often, I have to admit that not being at ICAO anymore and therefore spending much more time at the ACC where I am a team supervisor, makes it more difficult than I thought to spend time at our headquarters. Fortunately, Tatiana is perfectly autonomous, and she is perfectly capable of doing her job without me. We do however communicate regularly to coordinate a variety of things, at random times of the day. This should also be highlighted; why we should not abuse her generosity, if there is something urgent, Tatiana will be there and will do it.

3. CONCLUSION

- 3.1. Our OM, Tatiana, is a remarkable asset to this Federation and I sincerely 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. She said it many times herself, she is not a controller by trade, but she certainly is one in her heart. And it shows. On behalf of the entire Executive Board and the entire Federation, I wish to thank you for all the work you are doing for us, you go above and beyond to make sure 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. A big thank you!!

4. RECOMMENDATIONS

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

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