

# Staff

*This page is for office staff and operations support volunteers.*

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## Primary Responsibilities

- Invite new volunteers as external Microsoft users.
  - Ensure invitation is accepted before troubleshooting deeper issues.
  - Maintain committee mailing list membership.
  - Coordinate shared role mailbox access changes during transitions.
  - Route technical issues to ITHelp.
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## Monthly Staff Checklist

- Review committee membership updates from chairs.
  - Confirm Board reminder workflow is sending as expected.
  - Verify role mailbox access for current officers/chairs.
  - Escalate unresolved access issues to IT.
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## Add a New Volunteer

1. Send Microsoft external-user invitation.
2. Confirm volunteer accepted invitation.
3. Add volunteer to committee mailing list.
4. Provide direct committee SharePoint link.

**See also:** [SOP: Add a person to a committee mailing list](#)

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## Shared Role Mailbox Transition

1. Remove prior role holder's access.
2. Grant new role holder access.
3. Confirm mailbox appears in new holder's Outlook.

**See also:** [SOP: Leadership transition for role inbox](#)

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# Staff Reminders

- Most volunteers do not need paid licenses.
- SharePoint links are preferred over attachments.
- External users often cannot use direct group-sharing in file dialogs.

# Related Pages

- [Overview](#)
  - [FAQ](#)
  - [Quick Reference](#)
  - [M365 Email Groups & Roles](#)
  - [Specialty Topics](#)
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Revision #1

Created 2026-04-01 04:20:35 UTC by BookStackBot

Updated 2026-04-01 04:20:35 UTC by BookStackBot