



Membership and Client Services Coordinator

Description:

The Membership and Client Services Coordinator, is responsible for the management of client accounts. Responsibilities include managing and overseeing the administrative and operational and aspects of several client accounts, including email communications, email campaigns to membership databases, attendance at meetings, reporting on and execution of projects (marketing, membership, some events etc...), minute-taking. Overseeing all committee projects and Board initiatives is a major component of the position. Basic website management is also a responsibility.

Managing Matters Inc. is an association management company and we pride ourselves on our close relationships with our clients. Candidates with solid customer service, negotiation and communication skills will be favorably considered. We are looking for someone with excellent interpersonal, telephone and problem solving skills. Bilingualism is a definite asset, as well as association experience.

We are a small company looking for someone to join our team who is flexible, a team player and is willing to take on new challenges, and is willing to grow with the company.

Responsibilities include:

Membership Services

- Providing administrative and communications functions for the client which include:
 - Managing membership records
 - Handling membership renewals and enquiries
 - Processing of new memberships
 - Reporting to stakeholders
 - Updating and maintaining database records

Board and Committee Support

- Key contact for all committees
- Minute taking at board and committee meetings, distribution
- Follow up and execution of board initiatives.
- Preparation of agendas
- Coordination of meetings
- Working within budget
- Attendance at Board Meetings and client meetings

Communication and Correspondence

- Production of newsletters for clients
- Website updates
- Preparing and reviewing correspondence in response to the issues
- Ensuring that responses are in keeping with the client service expectations and standards
- Reviewing all documents for content, spelling and grammar
- Recommending changes as required

Responsibilities may include some Event Coordination

- o Venue sourcing
- o Supplier sourcing
- o Organizing of all logistics pertaining to events and meetings
- o Communicating and reporting to stakeholders and suppliers
- o Event registration and processing
- o On site event coordination and management
- o Minute taking of event planning sessions, distribution of minutes
- o Preparation of communications including flyers, brochures and electronic correspondence
- o Update and maintain database records

Qualifications

- Well developed communication and interpersonal skills
- Relevant post-secondary education (preferably a business degree) with a minimum of 1-3 years in project management, event management or client services
- Ability to work in a team and independently
- Ability to multitask on multiple projects at one time.
- Excellent organization skills and ability to take care of details while managing multiple tasks and working under time constraints
- Advanced computer skills including MS office and Excel.
- Web administrative experience required.
- Bilingualism (French/ English) considered an asset.

Visit us at www.managingmatters.com

Please send resume and cover letter to: jenny@managingmatters.com

We thank all interested applicants; however only those considered for an interview will be contacted.