

MANAGER OF OPERATIONS AND MEMBER SERVICES

JOB DESCRIPTION

1.0 POSITION OVERVIEW

Reporting to and under the general direction of the Executive Director, this part-time, contract position is responsible for overseeing and coordinating member services, the operational side of the annual conference and trade show, communications and financial functions required to support the CAGFO membership and overall operations.

The position may be located anywhere in Canada and requires the incumbent to provide their own office and equipment.

2.0 DUTIES AND RESPONSIBILITIES

Member Services (20%)

- Maintain excellent relations with members, and respond to inquiries and requests for information
- Distribute information, updates and promotional materials to the membership in a timely and effective manner
- Promote membership and presenting the value of the Association's conference, publications, networking opportunities and events, as required
- Maintain member records, on-line database and mailing lists.
- Promote job posting service and encourage job postings for our site
- Represent the Association at events as required and providing member liaison and support

Conference Organization (40%)

- With the Executive Director, produce Annual Conference and pre-conference workshops, including on site logistical and technical support ensuring they operate smoothly, efficiently, generate forecasted revenue and maximize member satisfaction
- Assist with negotiations of terms, conditions and costs of conference venues including room-nights, food and beverage requirements, and audio/visual equipment
- Manage the venue contract and maintain relationship with the venue staff from signing to completion including booking of sleeping rooms by delegates, menu planning, food service arrangements, audio visual arrangements and room layouts.
- Manage activities of annual conference local organizing committees including recruitment, expenditures and communications
- Set-up online registration system, monitor, and maintain relationship with CivicInfo staff.

- Respond to enquiries from potential and registered delegates. Address questions around registrations including cancellations, transfers and changes.
- Maintain communicate with delegates to disseminate accurate and timely information about the conference.
- Distribute promotional materials to sponsors and trade show representatives in a timely and effective manner
- Organize and manage the trade show at the conference including contracting with pipe and drape supplier and maintaining database of ongoing and potential connections.
- Maintain relationship with ongoing and potential exhibitors and encourage their timely registration into the trade show.
- Produce and design conference guide, production through distribution
- Prepare participant lists, nametags and coordinate collection and distribution of delegate material
- Manage the registration desk and coordination centre at the conference including use of volunteer staffing
- Manage and speaker/presentation requirements and coordinate speakers at the conference.
- Provide post-event communication support, including evaluation collection, thank you cards, etc.

Communication (20%)

- Prepare and circulate our 6-page quarterly newsletter including collecting contributions and drafting articles when needed.
- Manage the Association's website, including regular updates to ensure information is both current and accurate
- Utilize LinkedIn and other social media to leverage the use of the website for marketing and promotion.
- Coordinate other conference promotion as needed.
- Manage promotional and conference materials from layout through distribution
- Manage and promote National job posting service through Civic Info
- Draft routine and non-routine business correspondence
- Undertake research, analysis, discussion and consultation to advance strategic directions/initiatives established by the Board
- Coordinate production and distribution of print materials

Financial (10%)

- Maintain Accounting records for the Association
- Perform all accounts payable transactions in an efficient and timely manner, review invoices and expense claims for accuracy,
- Process all accounts receivable, reconcile revenues received against registrations and follow up on outstanding monies owed.
- Prepare bank deposits and maintain relationship with the bank
- Provide progress reports to the Executive Director and the Board

- Assist with preparing Financial Statements and Budgets.

Other (10%)

- Support Board by setting up meetings, creating, and distributing agendas, meeting minutes and supporting documents
- Maintain association records, arrange legal filings and insurance
- Maintain an awareness of organizational and technological developments, and identify ways to streamline processes or make best possible use of resources
- Represent the Association at events and develop positive external relationships
- Provide monthly reports to the Board on progress
- Perform other related duties as needed

3.0 REQUIRED EDUCATION AND EXPERIENCE

- A minimum of 5 years progressive experience in administration and/or project management
- Event management experience would be an asset
- Demonstrated competence in use of office, communication and website maintenance software. We use MS Office, WordPress, GoToMeeting, InDesign, MailChimp among others
- A good understanding of local government and the role of the finance officer in the delivery of local government services would be an asset

4.0 PERSONAL CHARACTERISTICS

Competence in the following:

- *Building Relationships:* Establish and maintain working relationships and effective public relations with internal and external stakeholders, including co-workers, members, volunteers, partners, and suppliers
- *Fostering Teamwork:* Work cooperatively and collaboratively and support the efforts of team members. Ability to work effectively with diverse individuals of varying professional positions
- *Organizing:* Determine priorities, taking initiative, and working independently. Develop action plans, recommend improvements and implement efficiencies. Monitor progress towards goals/deadlines. Manage multiple projects and adapt well to changing priorities
- *Problem Solving:* Analyze problems, anticipate challenges, and envision how a problem and its solution will affect the experience of internal/external stakeholders
- *Communicating Effectively:* Strong oral/written communication skills using conventions appropriate to the situation. Excellent knowledge of business writing including correspondence, memorandums and reports
- *Results Oriented:* Strive for a standard of excellence in carrying out all duties and able to work with a great deal of autonomy