

MANAGER OF OPERATIONS AND MEMBER SERVICES

JOB DESCRIPTION

1.0 POSITION OVERVIEW

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

2.0 DUTIES AND RESPONSIBILITIES

Member Services

- Process membership communications by generating appropriate mailing lists and related data
- Maintain excellent relations with members, and respond to inquiries and requests for information
- Represent the Association at events as required and providing member liaison and support
- Promote membership and presenting the value of the Association's conference, publications, networking opportunities and events, as required
- Distribute promotional materials to the membership in a timely and effective manner
- Update member records and membership database management

Sponsor/Tradeshow Services

- Manage sponsor/trade show database and maintain ongoing connections
- Gather conference requirements and provide support including space and table/drape requirements
- Promote sponsorship/trade show and present the value of the Association's conference, publications, networking opportunities and events, as required
- Distribute promotional materials to sponsors and trade show representatives in a timely and effective manner
- Advertise/Sponsor outreach for the newsletter, tradeshow, and other Association events

2.0 DUTIES AND RESPONSIBILITIES (*continued*)

Communication

- Manage the Association's website, including regular updates to ensure information is both current and accurate
- Leverage the use of the website for marketing and promotion of the Association's events and educational and service offerings
- Manage promotional and conference materials from layout through distribution
- Manage and promote National job posting service through Civic Info
- Utilize social media to broaden the association's reach to its members and other external contacts
- Draft routine and non-routine business correspondence
- Provide timely and courteous responses to telephone, written and e-mail inquiries received from members, partners and the general public
- Draft and edit quarterly newsletter and other association communications to members
- Compile trend reporting of evaluation data for reporting purposes
- Undertake research, analysis, discussion and consultation to advance strategic directions/initiatives established by the Board
- Coordinate production and distribution of print materials

Conference

- Produce Annual Conference and pre-conference workshops, including on site logistical and technical support
- Produce and design conference guide, production through distribution
- Develop Association conference from concept to completion, ensuring they operate smoothly, efficiently, generate forecasted revenue and maximizing member satisfaction
- Arrange speakers, including keynote and special speakers
- Set-up online registration, monitor, communicate changes , address cancellations, transfers and questions around registration
- Facilitate and support event-related committee as required; anticipate, identify, and secure professional services, supplies, equipment, and other resources
- Order and prepare delegate and sponsor/trade show materials
- Assist with negotiations of terms, conditions and costs with vendors and suppliers and assist with managing contracts and booking events, food and beverage, supply procurement and audio visual equipment
- Conduct research, make site visits to assess suitability of possible program venues and leverage resources to achieve high quality outcomes
- Create and manage room layouts and speaker/presentation requirements
- Serve as liaison with vendors on event-related matters, travel to program venues as required and provide logistical and technical direction and troubleshooting
- Coordinate participant lists, food service arrangements, menu planning, decorative and table set up, nametags and volunteer staffing

2.0 DUTIES AND RESPONSIBILITIES (*continued*)

Conference (continued)

- Assist with managing on-site production and clean up for events and closing out all events as required
- Manage activities of annual conference local organizing committees including recruitment, expenditures and communications
- Provide post-event communication support, including evaluation collection, thank you cards, etc.
- Respond to enquiries from volunteers and registrants about events and communicate with program participants to ensure dissemination of accurate and timely information
- Recommend logistical efficiencies and event improvements to programs as necessary

Financial

- Perform all accounts payable transactions in an efficient and timely manner, review invoices and expense claims for accuracy, and ensure accuracy of supplier event orders/invoices
- Process all accounts receivable and follow up on outstanding monies owed to the Association
- Reconcile revenues received against registrations
- Oversee the maintenance of association records in an organized manner
- Assist with preparing budgets and provide progress reports to Board and anticipating potential cost drivers
- Review supplier event orders, invoices, and expense claims for accuracy and maintain event finances, including invoicing, reporting, and financial reconciliation (bank and credit card accounts)
- Prepare bank deposits and post receipts in a timely and accurate manner

Other

- Provide program support and make recommendations to improvements in program delivery as required
- Represent the Association at meetings and events and develop positive external relationships
- Create, prepare and distribute 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
- Make travel arrangements, manage event signage, and ensure appropriate decor to support the strategic objectives of the Association
- 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
- 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