

## JOB POSTING

### Association Coordinator (Full-Time)

#### About Us

Founded in January 2021, TouchPoint AMC Inc. is a boutique Association Management Company that prides itself on creating opportunities for our clients. We succeed when our clients do, and we do so by focusing on customer service, listening to the needs of our associations, and partnering with Boards and volunteers to work towards a common goal of moving organizations forward. We elevate the work of our client associations by focusing on our four pillar philosophies: Service, Innovation, Respect and Engagement.

With a modern office in North York, accessible by public transit and the main highway 401+404 arteries, including free onsite parking, we are a full-service Association and Management company that is looking for team members who share our philosophies and goals. Our collaborative approach to working with our clients is the same approach we have with our team.

#### About the Role

You will serve as an Association Coordinator for multiple TouchPoint clients. This role will support our client associations and will work within a team and report to the Partner who leads each client. This multi-faceted and engaging role may include the following job functions:

- *Support the work of Boards of Directors and Association Operations team by:*
  - Attending board and committee meetings as required
  - Coordinating all meeting logistics, including date selection and administration, agenda distribution, collection of all meeting materials, taking and distributing minutes of all meetings in a timely manner
  - Helping to fulfill the association goals by working on assigned tasks in accordance with strategic plan of organization
- *Project Coordination, including:*
  - Working within committee structure to support the tasks assigned
  - Providing regular updates to project leader, whether staff or volunteer
  - Managing deadlines of committee projects
- *Communications and Marketing of client messaging, including:*
  - Executing regular website updates to keep content current
  - Implementing a social media strategy according to the overall goals of the client
  - Support newsletter production, in either written or email format, including coordination of content and processing advertising contracts

- *Membership Coordination, including:*
  - Maintaining membership database, overseeing annual member invoicing and providing member statistics reporting as needed
  - Providing exceptional customer service for incoming member inquiries
  
- *Event Support, including:*
  - Providing exceptional customer service as a front facing association representative to attendees, speakers and suppliers in assigned role to conference team
  - Setting up event databases, manage registrations and providing regular reporting
  - Running and collating name badging system, including event tickets and maintaining registration lists
  - Participating in regular event team meetings, and completing assigned tasks
  - Coordinate digital events, from webinars to hybrid conferences
  - Assist with promotion of events through social media campaigns and digital marketing communications

### **About You**

You enjoy a challenge and like to try new things. The status quo is not always good enough, and you like to play a role in helping organizations achieve their goals. You have the following skills and attributes:

- A university degree or college diploma in a related field (ie. event management or hospitality) and/or;
- 1-3 years of association, hospitality or related experience that can support these goals
- Superior customer service skills to ensure client satisfaction through a professional demeanor
- A desire to learn and take initiative and ownership of assigned tasks and learn new skills through cross-training and variety of team assignments
- Excellent English communication skills, both written and verbal
- Clear understanding of maintaining confidentiality
- Effective time management skills, with ability to multitask and meet deadlines
- French language skills, both written and spoken, an asset
- Proficiency in all computer skills, with familiarity of Membership databases, Microsoft Office 365 suite, website design (WordPress), webinar platforms, Adobe suite, digital/email marketing systems and Canva
- Travel for client meetings and events as required (including occasional nights/weekend)

### **What We Offer:**

This full-time position has a salary range of \$45,000-\$55,000 per annum, with remuneration based on experience. We offer a competitive benefits package and value a work-life balance. The TouchPoint Team works primarily in an office environment and allows for some remote work flexibility. We offer a positive and inviting culture where opportunities for education,

industry involvement and advancement are encouraged. The targeted start date for this position on or before **April 1, 2026**.

If you think you are a fit for this role, and share the TouchPoint values, please send your resume and cover letter to [info@touchpointamc.ca](mailto:info@touchpointamc.ca) by **March 15, 2026**, citing "Association Coordinator" position in subject line or submit through our [online portal](#).

*We thank you for your interest in advance, but please note that only those candidates invited for interviews will be contacted directly.*