

JOB POSTING

Associate Executive Director/Operations Manager

About Us

Founded in January 2021, TouchPoint AMC Inc. is a boutique Association Management Company that prides itself on creating opportunities for our clients. Bigger providers are not always better. 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, 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 Associate Executive Director for one or more TouchPoint clients. This role could report to either an internal or external Executive Director and a Board of Directors, and will include both leadership and task work, with potential to influence the strategic direction of the clients that you support. This multi-faceted role could include the following job functions:

- *Be the direct link to Boards of Directors and/or Executive Director as main staff liaison by:*
 - Developing and displaying a clear understanding of organizational goals and mission
 - Attending and participating in all Board and committee meetings
 - Develop and enact policies and procedures of organization
 - Ensure actions from the Board are achieved and are in accordance with strategic plan of organization
 - Provide strategic direction to aid in successful implementation of goals, including prioritization and volunteer management
 - Provide support, including taking and distributing minutes of all meetings in a timely manner

- *Project Management, including:*
 - Work within committee structure to allocate resources and manpower to achieve project goals
 - Manage budgets and deadlines of committee projects, including review of all invoices for accuracy and submission for payment

- *Communications and Marketing of client messaging, including:*
 - Ensure timely and regular website updates to keep content current
 - Develop and implement a social media strategy according to goals of committee
 - Design and produce newsletter, in either written or email format, including sourcing of content and management of advertising revenues and contracts

- *Membership Management, including:*
 - Database management and regular reporting on membership statistics
 - Development and implementation of new member solicitation and engagement programs

- *Event planning and management, including:*
 - Liaise with all vendors and suppliers, including hotels, A/V, speakers, décor, transportation, and graphic design, amongst others
 - Negotiate and manage supplier contracts
 - Manage event registration systems and provide regular reporting
 - Sponsorship solicitation and exhibit Sales
 - Speaker management
 - Provide on-site support and leadership
 - Experience managing and running digital events, from webinars to hybrid conferences

About You

You enjoy a challenge and like to try new things. The status quo is not always good enough, and you like to implement and manage programs to achieve client goals. You have the following skills and attributes:

- A university degree or college diploma in a related field (ie. business administration, communications, hospitality)
- At least 5 years of experience in association operations, in a leadership or project management position
- Industry designations such as CAE, CMP, DES are an asset
- Strong financial abilities, including budgeting, reading, and interpreting financial reports
- Superior customer service skills to ensure client satisfaction through a professional demeanor
- Excellent leadership skills, and the ability to identify opportunities to manage staff and volunteers, including strategic and/or creative thinking
- Exceptional communication skills, with emphasis on business writing and editing
- Clear understanding of maintaining confidentiality
- Effective time management skills, with ability to multitask and meet deadlines
- Bilingual French and English (written and verbal), an asset
- Proficiency in all computer skills, with familiarity of CMS, Microsoft Office 365 suite, webinar platforms, Adobe suite, membership communication systems and simple graphic design (ie. Canva)
- Travel for client meetings and events as required (including occasional nights/weekend)
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What We Offer:

This position has a salary range of \$60,000-\$70,000 per annum, with remuneration based on experience. In addition, we offer a competitive benefits package and value a work-life balance. The TouchPoint Team works primarily in an office environment with complimentary parking and allows for some remote work flexibility. We offer a positive and inviting culture where opportunities for education, industry involvement and advancement are encouraged.

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 by **November 30, 2022**, citing “Associate Executive Director” position in subject line or submit through our [online portal](#).