

JOB POSTING

Association Coordinator

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 Association Coordinator for one or more TouchPoint clients. This role will support one or more associations and will report to an Operations Director or Operations Manager. This multi-faceted role may include the following job functions:

- *Support the work of Boards of Directors and Association Operations team by:*
 - Displaying a clear understanding of organizational goals and mission
 - Attending Board and committee meetings as required
 - Helping to fulfill the association goals by working on assigned tasks from the Board of Directors and/or committees in accordance with strategic plan of organization
 - Coordinate 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
- *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 goals of the committee

- Support newsletter production, in either written or email format, including coordination of content and processing advertising contracts
- *Membership Coordination, including:*
 - Database entry & management and regular reporting on membership statistics
 - Providing exceptional customer service as front facing membership representative
- *Event Support, including:*
 - Provide exceptional customer service as a front facing registration representative
 - Maintaining registration database, including regular statistics reporting
 - Running and collating name badging system, including event tickets and maintaining registration lists
 - Participating in regular event team meetings, and completing assigned tasks
 - Providing on-site support
 - Experience with 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 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. business administration, communications, hospitality) and/or relevant experience equivalent
- 1-3 years of association 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
- Excellent communication skills, both written and verbal
- Clear understanding of maintaining confidentiality
- Effective time management skills, with ability to multitask and meet deadlines
- Bilingual French and English an asset
- Proficiency in all computer skills, with familiarity of AMS/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)

What We Offer:

This position has a salary range of \$40,000-\$50,000 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 “Association Coordinator” position in subject line or submit through our [online portal](#).