

Job Posting Coordinator, Membership Services & Affiliate Programs

The Canadian Orthopaedic Association (COA) is the principal national, public voice for orthopaedics in Canada and the recognized authority on musculoskeletal (MSK) care. Its mission is to serve the profession and to promote excellence in orthopaedic and musculoskeletal health for Canadians. As the national membership organization representing the orthopaedic surgeons of Canada, we are an affiliate of the Canadian Medical Association (CMA) and an accredited provider of Continuing Professional Development (CPD), as recognized by the Royal College of Physicians and Surgeons of Canada (RCPSC).

The COA works to improve MSK care standards for all Canadians through the work of its Board of Directors and Committees and has ties with national and international orthopaedic organizations. Our membership includes over 1300 orthopaedic surgeons and 200 orthopaedic residents.

Job Summary

Reporting to the Executive Director, Strategic Initiatives, the Coordinator maintains an integral role within the COA. Under general supervision, this position manages member relations, which includes a variety of duties listed below. As such, the Coordinator is required to apply exceptional organizational, analytical and project management skills. This role will provide customer service in both English and French to our membership base. As the primary contact for all membership inquiries, primary responsibilities include the delivery of administrative support to the membership along with providing service and fostering positive relationships with the COA's partners, sponsors and stakeholders.

Working in a dynamic and fast-paced team environment, the role requires excellent interpersonal and organizational skills, proficiency in marketing, communications, digital media management, attention to detail, project management and creative problem-solving skills.

Primary Duties and Responsibilities

Member Engagement: Members who play an active role in the COA realize a greater return on their investment and are more likely to retain their membership.

- Contact, through telephone and email, all new members at least 2 times during their first year of membership to review the benefits and services provided, assisting them with accessing COA programs, subscriptions, and services.

- Contact, through telephone or email, at least 50% of the remaining membership to inquire of issues/concerns.
- Networking: Play an active role at COA events and other opportunities to welcome members.
- Foster positive relationships with COA members.

Administration:

- Prepare and distribute membership correspondence as required.
- Provide quarterly reports to the Executive Director, Strategic Initiatives on the quarter's activities including new member contacts, dues payment updates.
- Respond to member inquiries quickly and accurately.
- Committee meeting scheduling, agenda development and minutes in coordination with committee chairs.
- Distribute materials as requested by other COA team members and committee chairs.
- Maintain membership database.
- Make bank deposits.
- Apply and track dues payments in membership database.
- Update website with content developed by COA team members.
- Manage travelling exchange fellowship program and guest speaker, invited guest relations.

Qualifications and Skills

- Bachelor's degree or equivalent is required.
- Minimum 2 years' experience in the not-for-profit sector and in customer service roles. Preferred
- Exceptional communicator in all mediums (English mandatory, French a definite asset) with superior interpersonal and oral/written communications skills.
- Superior organizational and project management skills with the ability to function constructively in a changing environment.
- Ability to meet fixed deadlines, initiate and follow-up actions.
- Demonstrated experience in collaborating with internal and external stakeholders at all levels across private/public sectors.
- Demonstrated ability to adapt to flexible work schedules (some weekend work and travel may be required) and changing job priorities.
- Proficient in use of Microsoft Office Suite Products including Word, Excel, PowerPoint, Access, Outlook, and website maintenance (WordPress).
- Ability to manage sensitive issues with tact and diplomacy.
- Demonstrated experience with digital and social media.

- Strong team player committed to delivering the best results leveraging cross-functional expertise and innovation.

The Canadian Orthopaedic Association is committed to employment equity and diversity in the workplace. We offer a competitive annual salary and a comprehensive benefits package.

TO APPLY:

To apply, please submit a detailed resume and a covering letter with salary expectations to cynthia@canorth.org. Deadline for submissions will be January 15, 2017.

We thank all applicants for their interest; however, only those to be interviewed will be contacted.