



Job Description

Job Title: Administrative Coordinator, Membership Services
Reports To: Executive Director, Canadian Thoracic Society
Date: May 2019

The Canadian Thoracic Society (CTS) is the national specialty society for respirology in Canada representing respirologists, physicians and researchers as well as healthcare professionals from nursing, physical and respiratory therapy, and other disciplines working in respiratory health. The CTS promotes lung health by enhancing the capacity of healthcare professionals through leadership, collaboration, research, education and advocacy, and by promoting the best respiratory practices in Canada. CTS is a dynamic, voluntary, non-profit professional association supported by a small staff team in Ottawa (www.cts-sct.ca).

JOB SUMMARY

Reporting directly to the Executive Director of the [Canadian Thoracic Society](http://www.cts-sct.ca) (CTS), the Administrative Coordinator, Membership Services performs a variety of tasks in the provision of services to members and general administrative support for committee processes and the organization of special events and programs. The successful candidate will be the primary point of contact for all members and potential members, maintains all member and contact records in our member management system, produces various reports and assists with the implementation of the member recruitment and retention programs and other member programs and services.

DUTIES AND RESPONSIBILITIES

Membership Services

- Implements plans to achieve annual membership targets in collaboration with the Executive Director and the Membership and Communications Committee.
- Coordinates annual renewal and retention activities including processing membership applications, preparation of correspondence and follow up with overdue and lapsed members.
- Maintains and updates membership database and ensures system meets the needs of users.
- Develops and updates renewal notices, receipts, correspondence and follow up.
- Coordinates the administration of joint membership agreements with external organizations.
- Prepares surveys and statistical reports for the review of management and the Membership and Communications Committee (renewals, attrition, trends, member satisfaction)
- Serves as primary point of contact with members and stakeholders including telephone and written requests for membership information.

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- Maintains and updates committee and contact lists, including the member subscription list for the CTS' Journal.
- Verifies and reconciles the financial processing of memberships, as required.
- Prepares member recognition certificates and coordinates the production of awards with suppliers.
- Prepares e-bulletin advertisements to promote career development and educational opportunities for CTS members.
- Coordinates online registration processes and reporting for CTS education and training programs.
- Organizes and provides administrative support for annual membership networking events, including logistics and online ticketing/registration.
- Liaises with contractors and coordinates specific projects related to the development, dissemination and application of educational resources and tools.
- Liaises with other specialty societies and organizations to promote CTS resources and tools.
- Contributes to and coordinates production of reports, articles, e-bulletin newsletters, website updates and internal communication.
- Using a variety of software or online services, create the necessary surveys, forms and other tools or documents required for the delivery of membership services and programs, and for the evaluation of needs.
- Participates in the development and organization of special projects and other activities as required.

Conference Registration and Exhibit Administration

- Coordinates online registration processes and weekly reporting for the Canadian Respiratory Conference (January – May).
- Organizes exhibit space at conferences and coordinates related logistics; arranges payment; prepares and ships related materials; and attends conferences and staffs booth as required.
- Ensures exhibit booths and equipment are kept in good condition and maintains adequate inventory of display materials.

General Administration and Committee Support

- Provides general administration and coordination support to the Executive Director and assigned committees by following up on projects, transmitting information, and keeping informed of pertinent activities.
- In collaboration with committee Chairs, coordinate the proactive follow-up including:
 - Organization of teleconference and webinar meetings
 - Preparation and distribution of meeting schedules, agendas, background papers, and minutes
 - Event planning (symposia, workshops, webinars)
 - Follow up on action item lists and communicates with committee members to ensure completion of tasks
- Types, proofreads, and processes a variety of documents, including general correspondence and memos, presentations and spreadsheets.

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- Maintains inventory of CTS resources and tools, including handling orders, shipping, invoicing and tracking materials and payments for reporting purposes.
- Liaises with contractors and coordinates specific projects related to the development, dissemination and application of educational resources and tools.
- Provides basic financial administrative support such as preparation and processing of expense claims, invoices and cheque requisitions, as well as electronic and hard-copy record-keeping.

JOB REQUIREMENTS

- Superior interpersonal, organizational, and administrative skills.
- Excellent communication and customer/member service skills, verbal and written in English and French.
- Highly motivated, proactive and problem-solving self-starter.
- Strong organizational and time management skills to meet scheduled deadlines.
- Excellent interpersonal skills and telephone manner; tact, diplomacy and maturity in dealing with members and the public.
- Ability to work in a fast-paced environment and handle a number of issues simultaneously, responding effectively and positively to pressure.
- High level of proficiency in Microsoft Word, Excel, PowerPoint, and Outlook required; high degree of comfort working with membership/client databases and web-based meeting processes
- Detail oriented with a high degree of accuracy.
- Experience in using web-based systems and social media for gathering information and compiling content, as well as posting web-based updates (e.g., WordPress)
- Ability to work independently as well as collaboratively in a small staff team.
- Positive attitude and a strong "get-the-job done" work ethic.
- Bilingual (English & French).

EXPERIENCE AND EDUCATION

- A relevant undergraduate degree or college diploma.
- Experience with database administration, committee processes and project coordination.
- Experience working with members and volunteers in non-profit and/or health-related organization preferred.

WORK ENVIRONMENT

This position is required to work in an open/shared space. Regular business hours with some overtime and occasional travel required. This position is called upon to do some light lifting of supplies and materials from time to time. CTS offers a competitive compensation and a comprehensive benefits package. Salary is commensurate with experience.