

JOB DESCRIPTION

POSITION TITLE: Member Services Coordinator

AAISA is an umbrella organization comprised of immigrant and refugee settlement agencies from urban and rural communities across Alberta. AAISA's mission is to facilitate collaboration and leadership within the settlement and integration sector. AAISA is committed to providing a platform to unite the voice of the settlement sector towards reaching common goals and creating an inclusive, welcoming and engaged society.

POSITION SUMMARY

Summary

Reporting to the Team Lead for Outreach and Member Services, the Member Services Coordinator manages member relations and is a strong advocate and champion for the organization. The Coordinator works collaboratively across AAISA's departments to develop and refine AAISA's membership strategy, and broadly engage the settlement and integration sector. He or she is also responsible for representing the organization to external stakeholders in a professional manner. This position requires a deep understanding of all AAISA programs, and the settlement and integration sector in order to perform their duties effectively.

Job Duties

- Develop, implement and monitor AAISA's membership strategies and oversee all aspects of membership and programs
- Coordinate publicity methods to ensure the Alberta nonprofit sector and in particular, the settlement and integration sector - is aware of membership drives
- Develop yearly membership plans and monitor progress regularly
- Contribute to the development of member surveys and sector-wide survey analysis
- Produce regular progress reports to the Executive Director and Board Committees
- Liaise with external vendors and other AAISA staff to produce membership and other related communications
- Be aware of and contribute to the AAISA communications efforts including: newsletter, social media messaging, represent the organization at speaking engagements for other organizations
- Support various AAISA committees
- Develop a Business Development Strategy to diversify AAISA funding streams and to build a social enterprise model in alignment with AAISA's strategic plan and membership strategy
- Support event planning for annual AAISA consultations and conferences

Serve as the first point of contact for current and potential members, which includes:

- Respond to member requests, as necessary
- Ensure member recognition for volunteerism and event involvement, utilizing appropriate communications outlets to celebrate and recognize contributions and accomplishments
- Recruit new members, including a total of 15 new members between 2017-18
- Frequent visits to member organizations, and to organizations for membership recruitment
- Any other duties as deemed necessary

Requirements

- University degree in Business Administration, Communications, Public Relations, Marketing, or an acceptable combination of education and progressively responsible experience
- Two (2) years of work experience in a related capacity
- Excellent writing skills, including proper spelling, grammar, and punctuation
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- High level of sound and independent judgment, reasoning, and discretion
- Professional, responsive, and positive work attitude is essential
- Resourcefulness and flexibility
- Strong verbal skills to communicate with all levels of the executive team
- Strong customer service orientation
- Resourceful, motivated and energetic
- Event planning and coordination experience an asset

Work Conditions

- Travel required across Alberta
- Ability to attend and conduct presentations
- Overtime as required

SUBMISSION

To apply, please send a cover letter, writing sample and curriculum vitae to **research1@aaisa.ca** . Include the subject line: "Re: Member Services Coordinator Application."

Position is open until suitable candidate found.