

The Institute of Corporate Directors (ICD) is presently seeking candidates for the following contract position: **Coordinator, Chapter Events**

Term: February to June 2025
Full Time

Location: Toronto, ON (hybrid)

ABOUT THE INSTITUTE OF CORPORATE DIRECTORS (ICD)

Established in 1981, the Institute of Corporate Directors (ICD) is a not-for-profit, member-based organization representing Canadian directors and boards across the for-profit, not-for-profit, Crown sectors, and Credit Union sectors.

As Canada's largest director community, the ICD creates forums for dialogue, hosts networking opportunities and provides access to world-class resources for more than 17,300 members across a network of 11 Chapters. Members who successfully complete the ICD-Rotman Director Education Program (DEP) and ICD-led examination process earn the highly recognized ICD.D designation.

ICD members provide board oversight across all sectors of the economy and institutions that impact the lives of virtually every Canadian. Learn more at icd.ca.

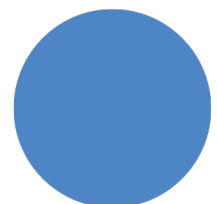
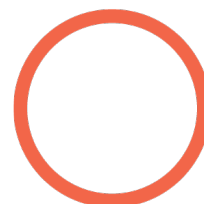
ROLE DESCRIPTION

We are seeking a customer-service focused events coordinator. This position is suited to a collaborative team player with strong administrative experience, who is adept at managing multiple priorities with strong problem-solving, communication and organizational skills.

Reports to: Vice President, Chapter Relations

Responsibilities include, but are not limited to:

- Providing excellence in customer service, both internally and externally, to exceed member expectations,
- Managing registrations for webinar and in-person Chapter and National events including processing payments, refunds and general event inquiries,
- Manage email inbox and respond to member event inquiries in a timely manner.



Requirements

Qualifications and Competencies:

- Minimum one year of related experience in customer relations, marketing communications, administration, or event management, preferably in a not-for-profit or association environment,
- Strong organizational ability, high attention to detail and accuracy in all aspects of work,
- Professional written and verbal communication skills,
- Experience with database entry and administration,
- Comfortable working in a dynamic environment, adaptable to change,
- Positive team player with a demonstrated commitment to excellence in customer service,
- Highly motivated, proactive with solutions, and able to manage concurrent tasks efficiently with minimal supervision,
- Ability to establish and maintain collaborative working relationships,
- Flexible to work overtime and to attend on-site meetings when required,
- Fluency in French is an asset.

To apply, please send a resume and a cover letter outlining your relevant experiences to humanresources@icd.ca.

The ICD is committed to cultivating an inclusive, accessible environment, where each employee feels respected, valued and supported. All qualified individuals may apply online. If you require a disability-related accommodation to participate in our recruitment process, please note this in your application. We'll be happy to work with you to meet your needs.

Thank you for your interest, but only those selected for an interview will be contacted. Please note that ICD presently works on a hybrid model. As such, candidates will be asked to indicate their availability to work in the ICD downtown Toronto office.

