

The Institute of Corporate Directors (ICD) is presently seeking candidates for the following position:  
**Member Relations Coordinator**

Term: Permanent

Location: Toronto, ON

Reporting and Relationships: The position reports to the Director, Member Engagement.

### **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 and Crown 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](http://icd.ca).

### **Overview of Role:**

This position provides customer service and administrative support to the ICD Sales, Marketing and Membership team. The role provides members with timely and informed responses to inquiries about their membership and the services that ICD provides. The role also supports the overall team with administrative and budget management tasks.

### **Key Accountabilities:**

#### **Member Services**

- Able to be in-office 9am to 5pm ET 4 days and 1 day remote per week.
- Responsible for inbound customer inquiries via 1-800 calls and emails to [Info@box.ca](mailto:Info@box.ca).
- Responsible for timely updates to phone auto responses.
- Remaining up to date on ICD new initiatives and key messages, to effectively respond to member inquiries.
- Facilitates members inquiries to find related information on [icd.ca](http://icd.ca).
- Funnel inquiries to the right department for resolution.
- Work closely with the membership department to update member profiles and assist with outbound calls as needed.
- Supports the Education team in resolving member inquiries, specific to course registration, where needed.
- Codes all SMM invoices according to General Ledger and financial approval protocol.
- Provides insight and suggestions of continuous improvement measures to meet members needs.



- Promptly greets and assists guests in a warm yet professional manner at the front reception desk.
- Receives and distributes parcel deliveries, and messenger services; prepare daily outgoing shipments and deliver mail to mailroom at the end of the day.
- Responsible for managing and maintaining the inventory of office supplies.
- Other projects, as assigned.

#### **ICD Conference, Chapter and National Events:**

- Manages registrations for Chapter and National events including processing payments, refunds and assisting with account updates.
- Assists with event/conference registrations that require manual entry and personalized customer attention.
- Monitors and manages the events and conference inbound customer inquiries, respond to inquiries on a timely basis.

#### **QUALIFICATIONS: ESSENTIAL SKILLS AND EXPERIENCE**

Applicants should have the following experience and skills:

- Completion of a post-secondary program.
- 3-4 years of related experience in customer relations, communications, or administration, preferably in a not-for-profit / member association environment.
- Excellent oral and written communication skills, with the ability to interact with senior leaders across Canada.
- Computer literate with database software, and confident working with numbers and data.
- Possesses a high degree of efficiency, attention to detail and accuracy.
- Strong interpersonal skills, including the exercising of tact, discretion and judgment at all times and with all levels of individuals, e.g. colleagues, Boards of Directors, volunteers, members, and the public.
- Strong relationship building skills.
- Demonstrated analytical, organizational and time-management skills.
- Ability to address member concerns, within scope of position, with effective conflict resolution skills.
- Web and electronic media savvy, with proficiency with Microsoft products including Dynamics 360, Excel, Adobe, PDF Reader and Writer, and related software.
- A professional image and confident approach.
- Ability to attend events as required, including during times outside of normal business hours.
- Self-directed, with demonstrated ability to work in a team environment.

**To apply, please send a resume and a cover letter outlining your relevant experiences to [humanresources@icd.ca](mailto: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 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.

INSTITUTE OF  
CORPORATE  
DIRECTORS

THINK BEYOND  
THE BOARDROOM.

INSTITUT DES  
ADMINISTRATEURS  
DE SOCIÉTÉS

PENSER AU-DELÀ  
DE LA SALLE DU CONSEIL.



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.