



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.

ROLE DESCRIPTION

The Member Relations will be responsible for assisting the member engagement team in the execution of the ICD's membership renewal process, new member processing and other membership and marketing services support as required or assigned.

SPECIFIC ACCOUNTABILITIES:

- Member Services
 - Responding promptly and efficiently to member inquiries, concerns and requests.
 - Actively reaching out to and communicating with new and renewing members as part of the engagement strategy.
 - Following established operating procedures, preparing monthly membership renewal correspondence and invoices.
 - Processing membership applications and participating in orientation sessions.
 - Participating in the annual renewals cycle and assisting in collecting receivables.
- Database Hygiene and Reporting
 - Ensuring the accuracy of the ICD database information by inputting, reviewing and updating information on a regular basis.
 - Providing timely and accurate data and statistics for membership reports and other departmental needs.
- Other Duties
 - As assigned.

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, 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.

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.

To apply, please send a resume and a cover letter outlining your relevant experiences to humanresources@icd.ca. Posting will close on Wednesday, January 31, 2024.

The ICD is an equal-opportunity employer. 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.

