canadian nuclear association cna anc association nucléaire canadienne

Job Posting – Membership and Events Coordinator (15-month term)

Role Summary

As a result of a maternity leave, the Canadian Nuclear Association has an exciting 15-month term opening for a Membership and Events Coordinator. Reporting to the Manager, Membership and Events, the Membership and Events Coordinator will serve as the first point of contact for our membership program. The Membership and Events Coordinator acts as a liaison between the CNA organization and our members, ensuring our membership program is well-organized and meets the needs of our members. They respond to program-related questions, support the recruitment of new members, administer, coordinate and support the association's member services, member engagement and related programs, and coordinate member-related meetings and events. This will include working cross-functionally with other team members to assist with the development and implementation of communication strategies and campaigns that support the organization's objectives. This will also include providing administrative and business support to all member programs and other areas of the business.

The ideal candidate will have several years of progressive experience in member support or customer service experience and/or event planning. This role will wear multiple hats throughout the day and must be equally comfortable processing administrative tasks (i.e., member payments), maintaining records, tracking membership figures, and assisting with payments of fees, and supporting planning of events.

Organizational Purpose

The Canadian Nuclear Association (CNA) is a non-profit organization established in 1960 to represent the nuclear industry in Canada and promote the development and growth of nuclear technologies for peaceful purposes. The CNA provides a voice for the nuclear industry in Canada. The primary goal of the association is to earn and sustain a high degree of credibility among key industry stakeholders, Canadians broadly and industry leaders to enable the advancement and growth of the industry.

The CNA's purpose is to lead and focus dialogue with, and among, key stakeholders concerning Canada's nuclear future. Our role is also to be a voice of the industry and to demonstrate member value including drawing upon Members to achieve goals.

The CNA offers a range of services: membership engagement; regulatory affairs; policy development; government relations; and communications, to advance member-relevant

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interests in the political and public spheres and, programs, members, and external communications to support the association's objectives. Effectively formulating and genuinely communicating the CNA's positions in ways that further dialogue on the relevance and importance of the industry's contribution to Canada are essential to achieving the CNA's vision.

The CNA office is located on unceded territory of the Algonquin Anishinaabe Nation. We extend our respect to all First Nations, Inuit, and Métis peoples for their valuable contributions past and present.

What You Will Do:

As the successful candidate you will:

- Set up a yearly calendar for all meetings and events for existing and prospective members.
- Assist in the planning, design, and execution of meetings, summits, and learning seminars while adhering to the approved budgets. Additionally, you will organize the facilities for all events, such as the catering, transportation, invitee list, and special guests.
- Ensure the preparation of all meeting and event documents, materials, and presentations (i.e., agendas, attachments, notices for attendance).
- Conduct pre-and post-meeting and event evaluations and report on the outcomes.
- Work closely with the Communications team and all relevant departments to promote and publicize meetings, events, and programs both internally and externally.
- Assist with the development and implementation of strategies to recruit and retain members.
- Conduct member outreach and engagement through telephone calls, emails, and other channels. Respond to member inquiries and complaints as they occur.
- Conduct the complete Annual Membership Renewal process, including updating materials, verifying database and member records, and ensuring smooth distribution of renewal documents.
- Provide oversight and ownership over the Client databases (CRM), modify and update member profiles and relevant data on a daily basis.

What We Are Looking For:

Your educational background consists of a college diploma or university degree in business administration, public relations, marketing, event planning, or a related field. You will have a minimum of 2 to 5 years of experience providing seamless and professional front-line support

to clients, guests, and/or members. You will have previously worked with a CRM or membership database and demonstrate excellent organizational and time management skills.

You will be a proactive self-starter with the ability to work both independently with minimal supervision, and collaboratively as a part of a team environment. You are consistently able to manage multiple competing priorities simultaneously and incorporate strong attention to detail within all of your tasks. This fast-paced environment requires a candidate who can work well under pressure, remain calm when dealing with difficult situations and people, and continuously deliver superior customer service.

Qualifications:

- Effective verbal and written communication skills in English
- Excellent interpersonal, organizational, time management, and project management skills
- Proficiency with Microsoft Office Applications (Word, Excel, PowerPoint, Outlook), social media tools, and various web meeting/presentation software
- The ability to remain calm and deliver high-quality results when working under pressure
- Previous success delivering superior customer service, even when faced with difficult people and/or situations
- The ability to maintain strict confidentiality or member and organization information

We Consider the Following to be Assets:

- Knowledge of and/or experience in sustainability, working within associations, or previous experience in similar roles
- Proven experience in program coordination and membership relations support in a non-profit or trade advocacy association
- Working knowledge of French

Location:

Our preference is for the candidate to be located in Ottawa or Toronto; however, we are open to discussing the option to work remotely. Our office is shared with Electricity Canada (formerly CEA) at 275 Slater St. The office is open and we are working in a hybrid format, attending the office 2-3 times per week. To ensure the health and safety of the Electricity Canada/CNA offices, there is a mandatory vaccine policy in effect.

To Apply:

If this opportunity intrigues you and relates to your experience, then we want to hear from you. Please take the time to tell us about yourself in a cover letter – we want to hear your story – your background, your accomplishments, and why this role is a good fit for you, and your career at this time. If you have questions in advance, please reach out and we'll set up a call as you may have questions that we would be glad to answer.

The CNA is committed to providing an inclusive and barrier-free recruitment process and work environment. We are an equal opportunity employer, and we are seeking qualified applications from employment equity groups including but not limited to Indigenous peoples, women, people of colour, people with disabilities, and members of LGBTQ+ communities such as queer, transgender, non-binary, and gender-variant individuals.

You must be legally allowed to work in Canada in order to be eligible for this position. Please note that all applications will be acknowledged. Those selected for an interview will be contacted directly. The posting will remain active on our website until our search process is complete. We anticipate 1st round of interviews to begin in early June 2022.

Please contact us in confidence and provide notice in advance if you require accommodations at any stage of the recruitment process. All requests for accommodation will be considered in a fair and objective manner that will ensure applicants are treated with respect and dignity. Please submit your cover letter and résumé using our online portal. For any questions or to request an accommodation, please contact us.