**Member Relations Manager**

The Canadian Association of Defence and Security (CADSI) is the national and international voice of Canada’s defence, security, and cyber industries.

We are looking for a high-performing individual to join the membership customer service team. This person would be responsible for delivering exceptional services to a world-class membership base. As part of joining this exciting team, this individual will also be involved in supporting a wide variety of association activities including those with CADSI’s Event Operations Team in the production of virtual and in-person professional development events, meetings, conferences and Canada’s largest defence and security tradeshow, CANSEC.

The Member Relations Manager will report to Business Development and Operations leadership and will play an important front-line role within CADSI, working directly with our members to deliver the highest level of support and assistance to those who represent the Defence and Security industry. The Member Relations Manager is responsible for a broad range of duties including sales, business development and member relations.  The successful candidate will demonstrate a passion for working with others, an attention to detail and a creative approach to teamwork and problem solving. You will be responsible for creating and maintaining effective connections with potential and existing members via excellent communication skills, the ability to relate successfully to others, and adaptability.

The ideal candidate will possess and demonstrate skill sets and abilities in the following areas:

**Key Responsibilities:**

* Anticipates needs of members and communicates with them in a timely fashion with tremendous attention to detail.
* Oversees members’ issues and utilizes problem solving skills to troubleshoot quickly and effectively.
* Develops and implements policies and procedures for the Membership Department in alignment with CADSI’s objectives.
* Develops annual sales strategy.
* Maintains in-depth working knowledge of CADSI’s systems and processes including the CRM.
* Sets performance standards to meet CADSI’s service goals.
* Assessing and managing program performance by using key indicators, reporting and presentation of findings and suggestions to Executive team.
* Effective management of budgets and schedules is essential.
* Monitors processes, events, and environment to detect or assess and fix or report problems.
* Ability to capture large concepts and compile the information into step-by-step procedures.
* Perform other related duties as assigned.

**Why you are right for this job:**

* You posses superior interpersonal skills to handle sensitive and confidential situations- adjusting response styles to CADSI’s diverse constituency.
* You have the ability to prioritize multiple projects.
* You have the ability to research, design and build a sales funnel.
* You have the experience selling to executive level decision makers.
* You can assess each member’s needs or concerns on an individual basis.
* You are a creative and pro-active problem solver, working within very short timelines.
* You are comfortable and able to multi-task and meet various tight deadlines.
* You are a motivated team player with demonstrated attention to detail and being able to work independently.
* You demonstrate poise, tact, and diplomacy in all of your work.
* You are known for your sense of humour, interpersonal skills, and positive outlook.

**Requirements:**

* Bilingual essential (English/French)
* Undergraduate degree or College diploma or relevant work experience (minimum 5 years) in client relations or Association Management.
* Highly effective written, verbal and listening skills.
* Excellent project management and organizational skills, with the ability to manage time, multiple priorities and multitask effectively.
* Database management and analysis.
* Knowledge and training in CRM tools is an asset.
* Research and reporting skills.
* Strong computer literacy and proficiency in Microsoft Word, Excel, PowerPoint and SharePoint would be considered an asset.

**Other Characteristics:**

* Willingness to work flexible hours, including weekends and evenings.
* Occasional travel may be required.
* Honest, trustworthy and utilizes good judgment.
* Flexible, cooperative, and capable of working confidently in team setting and comfortable working individually.

**Working Conditions**

Downtown climate-controlled office environment, frequent interruptions, flexible hours. Remote work is possible at times for this position. Overtime may be required as well as local travel. Long periods of sitting, eye and muscle strain may result from using office equipment and a computer. Lift up to 25 lbs.

To apply for this exciting leadership position, please submit your resume and related materials to: [**applications@defenceandsecurity.ca**](mailto:applications@defenceandsecurity.ca) by November 5th, 2021. Please state the name of the position in the subject line of your e-mail. We thank all applicants for their interest, however only those under consideration for the role will be contacted.

CADSI is committed to building diverse, equitable, inclusive, flexible and accessible working environments. CADSI welcomes those who would contribute to the further diversification of staff including, but not limited to, women, racialized persons, Indigenous peoples, persons with disabilities, and persons of any sexual orientation or gender identity to apply.