



WORKING TOGETHER



## Ontario Sign Association, Manager Member Services & Sign Association of Canada Events and Meetings Manager

- Reports to: Executive Director, Sign Association of Canada
- Job type: Full time (Telecommuting with weekly in-person meetings)
- Org Culture: ISA lives its staff-created culture code which promotes staff to (1) take calculated risks, (2) be your unique self – you were hired for a reason, (3) foster respect, transparency and trust, and most important (4) have fun!
- Job Summary: This is a multi-faceted role serving both Sign Association of Canada and Ontario Sign Association. Focus and time-allotted will vary depending on the time of year and priorities set forth by executive director. The ideal candidate will be a self-starter, enjoys a fast-paced environment, and can juggle many tasks and deadlines. The right person will be driven, detail-oriented, have exceptional organizational skills and a passion for learning.

### **OSA Manager of Members Services Responsibilities:**

As the OSA Manager of Members Services, an important part of your role will be leading the implementation of strategies that enhance Ontario Sign Association's overall business operations. You will help identify and respond to emerging opportunities, both inside and outside the organization.

### **Within the Membership Management Portfolio you will:**

- Develop and execute recruitment and retention campaigns for key member segments.
- Ensure and provide a high standard of member and affiliate service through accurate, friendly, responsive, courteous and effective communication to member inquiries, increasing value to existing members and prospective members.
- Identify member needs and respond to these needs effectively and efficiently.



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**Within the Business Strategy portfolio, you will:**

- Create efficiencies, service improvements, and new revenue opportunities to maximize value for all members events and activities
- Ensure the OSA's long-term financial sustainability with the guidance and assistance from the SAC ED, OSA Board of Directors and affiliate partners.

**Within the Association Services portfolio, you will:**

- Provide oversight and strategic direction in the use of internal and external resources, and the implementation and day to day functioning of Association Management Software, websites, tools, and equipment.
- Establish guidelines for budget and forecasts on a project. This would include reviewing bank statements, reports and year-end audit process with the treasurer and the bookkeeper.
- Support the Executive Committee in the preparation and presentation of Committee & Financial reporting to the Board.

**You will provide leadership for the Events/Education Management portfolio:**

- Provide oversight on strategies to improve the member experience.
- Build and manage high-level relationships with sponsors and participants.
- Accounting (A/P & A/R) & Reconciliation with the bookkeeper.
- Day to day functioning of Wild Apricot Association Management Software, website (WordPress based) and eMarketing communication/newsletters.

**Sign Association of Canada Events and Meetings Manager Responsibilities:**

As the Sign Association of Canada Events and Meeting Manager you will be responsible for managing key annual events across Canada that have been created to provide member value and attract new talent to the sign industry. You will also assist with organizing SAC AGM and quarterly Board of Directors meetings.

**Within the Sign Association of Canada Events and Meetings Manager portfolio your responsibilities will include:**

- Working with Chapter and Regional Board of Directors across Canada in the development, promotion and execution of Cross Canada Road Show events as well as Chapter Golf Tournaments.
- Promotion and assistance with attendee event registrations for the BC Sign & Graphics Show



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- Assisting with sponsorship fulfillment for the BC Sign & Graphics Show
- Developing in-depth knowledgeable of the sign and graphics communications industry and the various segments that comprise the ecosystem.
- Researching industry shows, publications and directories in the sign and graphics communications industry to keep up to date on changing trends, topics of interest and new products.
- Attending industry shows and events as needed.
- Responsible for Board travel and Board meeting arrangements.
- Assisting with onsite meeting management.
  - Assists in SAC Board meeting logistics.
  - Assists in compiling the pre-conference staff manual for all meetings.
  - Helps manage all onsite vendors including food and beverage, audio visual, transportation, security, temps and hotels.
- Additional responsibilities as assigned.

### **What You Need**

As the ideal candidate, you will have 5 or more years of relevant work experience with significant time spent in membership or customer service management. Your accounting knowledge and strong familiarity with reporting, will be important. The right candidate will have experience in providing reports and presenting to the Board of Directors or Management.

Your experience in non-profit organization will serve you well.

### **What You Bring**

- You have excellent written and verbal communications skills, critical and analytical thinking skills and attention to detail
- You have flexibility, clear thinking and leadership skills required to maintain excellence in customer service and prompt response to member inquires
- Your presentation skills and your ability to have presence in front of a wide variety of audiences including Executives, Board of Directors, members and affiliate partners
- You are goal-oriented, have a strong sense of urgency and tackle projects in a proactive manner. You understand the details yet lead and motivate committees to execute on deliverables
- You are able to effectively multitask
- You enjoy the collaborative process and look forward to partnering with other committee members to effectively service our member
- You can travel occasionally, including weekends



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- You are proficient in MS Office and are comfortable working with and updating WordPress -based website
- You have experience with Association Management Software such as Wild Apricot or other online based CRM

**Salary Range:**

- \$50,000 - \$60,000

**To Apply**

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.

Please submit your cover letter and résumé addressed to Sign Association of Canada Executive Director, Karin Eaton at: [hr@signs.org](mailto:hr@signs.org) by September 27 with the position you are applying for in the subject of the email.

**We thank all applicants for applying, however, only qualified candidates selected for an interview will be contacted.**