



Director of Membership Services

The Director of Membership Services is responsible for all aspects of the operation of the member services functions within the organization in accordance with the goals and objectives of the organization. This position is multi-functional and involves a diverse range of responsibilities. Working with the senior management team, the position will participate in the development and implementation of the organization's strategic goals and objectives, including: accountability for creating a positive impression of the association and establishing or advancing the relationship between the association and its members and stakeholders; providing a superior and professional level of service to members and stakeholders at all levels; responsibility for membership recruitment and retention; responsibility for managing sponsor relationships; responsibility for developing internal and external marketing communications and promotions and conducting internal and external market research; responsibility for planning and delivering the Society's social and mentoring programs and ensuring that the Society's annual calendar of events is developed and implemented within budgetary parameters; managing the Society's education and meeting facility; ensuring that the Society's database enables the Society to meet its objectives; and, in conjunction with the Practice Group Counsel, ensuring that Practice Groups support the professional development of members and provide opportunities for broad member engagement.

Reports to: Executive Director

Qualifications

- Minimum B.A. or other relevant post-secondary education or equivalent management experience, preferably in a not-for-profit, membership-based association environment.
- LL.B. preferred.
- Broad understanding of non-profit, member-based organizations.
- Experience in working closely and effectively with volunteers at all levels.
- Superior organization, responsible, highly motivated, efficient, detail-oriented, creative, flexible. and personable, with the ability to coordinate a variety of responsibilities.
- A positive client service orientation.
- Excellent interpersonal skills, tact, diplomacy, and confidentiality.
- Team player who is able to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Excellent written and oral communication skills.
- Experience in the coordination and marketing of events, functions, and conferences.
- Experience in management of facilities preferred.
- Willingness to travel out of town occasionally.
- Willingness to flex work in response to job requirements.
- Experience with computer-based programs in recordkeeping, word processing, spreadsheets, databases/other membership/customer management, and other office and administrative related software.
- Strong skills in Windows and Microsoft Office suite of products.
- Demonstrated skill in survey design, data collection, and analysis, and other market research techniques.
- Demonstrated production quotation (costing) and budget skills.
- Able to set and work within a budget.

Please reply in confidence to:

alex@advocates.ca or The Advocates' Society, 1700-480 University Ave., Toronto, ON M5G 1V2.

Application deadline: August 20, 2010.