

CAREERS AT SUPPLY CHAIN MANAGEMENT ASSOCIATION ALBERTA

Member Services and Events Coordinator

Be the first point of contact for more than 2,500 supply chain professionals across Alberta and British Columbia, and help build the events and connections that move careers forward.

EMPLOYMENT

Full-time, permanent

COMPENSATION

\$27.26 to \$32.00 / hour, paid as annual salary

LOCATION

Calgary, Alberta, with some regional travel

ORGANIZATION

Supply Chain Management Association Alberta

■ THE ROLE

The Member Services and Events Coordinator is a primary point of contact for members and a driving force behind an exceptional member experience. You will support member recruitment, retention, engagement and database administration while coordinating the events that strengthen member connections. This role rewards strong customer service, sharp attention to detail and the confidence to move several priorities forward at once in a fast-paced environment.

■ WHAT YOU WILL DO

MEMBER SERVICES

- Respond to member inquiries promptly, professionally and helpfully.
- Provide information and support on membership benefits, programs and services.
- Process membership applications, renewals, changes and cancellations.
- Maintain accurate member records and data integrity within MPower.
- Identify opportunities to improve member engagement, retention and recruitment.
- Support member communications and outreach activities.

MEMBERSHIP ADMINISTRATION AND REPORTING

- Maintain and administer the membership database.
- Generate membership reports and supply data that supports decision making.
- Track membership trends, renewal activity and engagement metrics.
- Strengthen administrative procedures and processes.

EVENT COORDINATION

- Coordinate the logistics of conferences, networking events, educational sessions and member activities.
- Liaise with venues, caterers, speakers, sponsors and other event partners.
- Manage attendee registration, event communications and onsite support.
- Keep event details organized, communicated and executed effectively.
- Respond to attendee inquiries and resolve issues as they arise.

- Support post-event follow-up and reporting.

FINANCIAL AND ADMINISTRATIVE SUPPORT

- Track event expenses and maintain budget records.
- Process invoices and supporting documentation.
- Assist with post-event reconciliations and reporting.

TECHNOLOGY AND PROCESS IMPROVEMENT

- Use Microsoft Office, including Outlook and Excel, to support daily operations.
- Apply technology and emerging tools, including artificial intelligence, to improve efficiency and reduce administrative workload.
- Contribute ideas that improve member service, event delivery and internal processes.

WHAT YOU BRING

- A post-secondary degree or diploma in business, education or a related field is preferred.
- The Supply Chain Management Professional (SCMP) designation is an asset.
- Experience in membership services, administration, customer service, event coordination or a related role.
- Experience with databases, customer relationship management systems or membership management platforms.
- Strong customer service and relationship-building skills.
- Excellent organizational skills and attention to detail.
- The ability to manage multiple deadlines and priorities at once.
- Resourceful, adaptable and comfortable in a fast-paced environment.
- Strong proficiency with Microsoft Office, particularly Outlook and Excel.
- Language of work: English.

WORKING CONDITIONS

- Occasional travel within the region may be required.
- Flexibility to work evenings and additional hours is required to support conferences, events and member engagement activities.
- Expect periods of increased activity during major events and membership renewal cycles.

WHY SUPPLY CHAIN MANAGEMENT ASSOCIATION ALBERTA

Supply Chain Management Association Alberta is the leading voice for Canada's supply chain management profession. Our West region brings together more than 2,500 professionals across Alberta and British Columbia, working in every segment of industry and government.

Full-time employees who have passed probation receive a comprehensive group health benefits program and retirement savings plan (RSP) matching. This role is based primarily in Calgary, Alberta, with some travel required.

We are committed to building a diverse and inclusive workplace and welcome applications from all qualified candidates, including Indigenous peoples, vulnerable youth, newcomers to Canada, persons with disabilities, and asylum claimants with valid work permits. Accommodations are available throughout the recruitment process upon request.

APPLY NOW

Submit your resume and a brief cover letter by applying on our indeed post using the above button. Applications are reviewed as they are received, so early submissions are encouraged.

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