If you are energetic, extremely detail oriented, and enjoy a variety of tasks while dealing with many different people, in a fast-paced environment, then we have a role for you! This contract position will keep you busy full time, and you will work with a diverse team of professionals at our association. The work is hybrid, with potential work from home part of the time, and work in the office weekly, along with working events at different locations as required.

Please submit a cover letter with your resume and describe how your experiences translates to a good fit with our role as described below. Submit your cover letter and resume to [k.sforza@scmao.ca](mailto:k.sforza@scmao.ca).

**Supply Chain Management Association Ontario**(SCMAO) constitutes the leading professional association in Canada for supply chain management professionals. SCMAO, operating as Supply Chain Canada, Ontario Institute, awards the Certified Supply Chain Management Professional (CSCMP) designation under the authorization of provincial legislation, and is responsible for standards-setting, accreditation and the continuing professional development of its members.

**Title:**  Event and Membership Co-ordinator

**Reports to:** VP, Member and Corporate Engagement

**Must have:** Post Secondary degree or diploma

Ability to work in office

Ability to travel in Greater Toronto Area for events

Demonstrated ability to manage details, data management with accuracy

**Summary of Position:**

The Event and Membership Co-ordinator is accountable for supporting the successful execution of Event KPIs and delivering excellent member experiences. The Event and Membership Co-ordinator contributes by successfully co-ordinating operational details for local member events, managing data and reporting for marketing efforts, registrations, and proactively making member connections, calls and enlisting influencers to meet attendance KPIs. A critical eye for details is imperative.

The Event and Membership Co-ordinator will:

* Co-ordinate and support product leads with event planning and tasks as required, and other designated stakeholders to support the flawless execution of all SCMAO member events. Tasks include sourcing and negotiating location/venue, negotiating food and beverage agreements, and contributing the design and delivery of an event to ensure an excellent member experience. Engaging internal stakeholders, supporting the marketing, and reconciliation and post event reporting are also required.
* Under the direction of SCMAO Directors, coordinates and builds segmented marketing and communication lists from our database and executing on the scheduled communications as planned by our marketing team will be a key responsibility. The Event and Membership Co-ordinator will also have day to day responsibility for Member Data and Member interactions – Member updates in the system, processing renewals and new members, creating name tags, registration lists, etc for in-person events, and therefore must have a high degree of interest in working with a data on a day-to-day basis.
* The Event and Membership Co-ordinator will be expected to make outbound phone calls, emails and develop relationships proactively, in efforts to be sure event and Member Engagement KPI’s are achieved. Following up on inquiries and leads to uncover opportunities to confirm registrations, and confidently guide interested individuals to appropriate offerings that will deliver on a great experience for the customer and support the goals of the organization.

**Measures of Success:**

Personally accountable to meet or exceed the following targets each year:

* Participation rates and KPIs for events
* Member and Insider Engagement Rates
* Achieve flawless execution of the budgeted number of Member Events
* Member Events Planning, Budgeting Management and Executional Excellence
* Error free Data – lists, reports, reconciliations, Member Data maintenance

Personally accountable for Living our Values as it relates to:

* Contributing to a positive workplace as measured by achieving common goals and objectives across the organization through Open Communication, Accountability and Collaboration
* Continuous Learning – identify the opportunities and the learning needed to excel at your role, and put a plan in place to address the opportunities identified

**Job Duties and Responsibilities:**

* Support membership and event marketing and communication strategies, by creating segmented lists and sending scheduled messages (electronically and hard copy) to deliver better than budgeted results. Reconciliation and reporting on key metrics and contributing learning and insights to drive continuous improvement.
* Readily provide excellent customer service to all member inquiries, and requests. Follow through and own the deliverables even if someone else is needed to execute
* Actively become a super-user in the system, accurately and speedily updating member profiles, processing renewals and new members, and building reports and segmented lists.
* Engage with internal and external stakeholders (ie/ colleagues, volunteer regional ambassadors (members), suppliers, speakers, sponsors and all members) to build appropriate relationships to support all objectives
* Proactive outreach via phone and email to engage members for established purposes, including following up on inquiries, leads and referrals to generate maximum attendance for events as assigned.
* Meet expectations related to the number of events in the plan by engaging Volunteer Regional Ambassadors and colleagues in active planning, scheduling and marketing of each Member Event in plan.
* Achieve budget goals for each event by analyzing expenses, recommending ticket prices, and achieving financial targets related to headcount/enrollment
* Create post-event reconciliations, execute post event activities, and provide lessons learned from each event to inform future successes