

## **Manager Member Engagement Vancouver, BC**

Chemistry Consulting Group has been retained by a provincial association to search for a **Manager Member Engagement**.

The Manager Member Engagement is a member of the leadership team and will be responsible for overseeing member engagement. This will include initiating and maintaining effective internal and external relationships with members and staff to ensure that the association grows in influence, size, and usefulness for its members.

### **Duties and Responsibilities**

- Corresponds with all members on a regular basis and to develop and run retention programs to encourage participation and support.
- Creates an annual membership drive or referral incentive program.
- Ensures all members are aware of the available benefits and promotes utilization.
- Connects with new members on a 3, 6 and 12 month basis to ensure they are utilizing the member benefits.
- Answers queries as required, making available appropriate tools and resources.
- Collects feedback from membership on an on-going basis.
- Supports staff training.
- Promotes early renewal communication streams in order to retain current membership.
- Initiates membership communications efforts including coordination of the newsletter, updating of the website and specific member value programs.
- Engages membership through active posting via various streams of Social Media, collecting data and engagement reports.
- Represents and portrays a high level of professionalism in meetings, correspondence, on the telephone, and in all association interactions.
- Liaises with other departments on the delivery of initiatives.
- Engages with members through attendance at applicable events.
- Supports the association's budgeting, scheduling, and correspondence processes.
- Prepares reports for the Board of Directors and attends board meetings as required.

### **Skills and Qualifications**

- Successful completion of college diploma or undergraduate university degree and/or direct equivalent experience in Sales and Marketing.
- Minimum of four years client engagement experience.

- Strong ability to engage on Social Media using Twitter, LinkedIn, Facebook and Instagram
- Experience in customer service techniques, problem-solving, conflict resolution and customer relations.
- Driven entrepreneurial sales spirit.
- Ability to utilize relationship building to achieve onboarding of member programs.
- Exceptional interpersonal skills and the ability to build professional relationships with the membership
- Excellent oral and written communication skills.
- Proficient in Microsoft Office, Outlook, Excel, Access, PowerPoint, and internet applications.
- Strong organizational, analytical, and planning skills.
- Ability to travel.

Interested candidates should visit <https://chemistryconsulting.ca/current-opportunities>

Please submit a resume and cover letter outlining suitability and qualifications **by noon on Friday, October 19<sup>th</sup>, 2018.**

We thank all who apply but only those considered to be suitably qualified will be contacted for further consideration.