

Director of Member Engagement Job Posting (Salary Range \$110,000 - \$125,000)

Chemistry Consulting Group is hiring a **Director of Member Engagement** on behalf of a respected, mission-driven not-for-profit organization. We are seeking an accomplished leader with a strong communications background, who is passionate about making a meaningful impact and has the experience to guide the organization through its next phase of growth and strategic development. The successful candidate will bring a strong customer service lens, sound judgement, and the ability to work collaboratively across the organization to advance its strategic priorities.

Under the direction of the CEO, the primary role of the Director of Member Engagement will be to provide strategic leadership for member engagement, communications, events, and service excellence. This executive role is responsible for strengthening member relationships, enhancing the member experience, leading high-quality communications, and ensuring events and engagement activities deliver clear value to members.

RESPONSIBILITIES

Strategic Communications and Brand Leadership

- Develop and lead integrated communications strategies that align with the strategic plan
- Provide senior-level communications advice to the CEO and leadership team, including messaging, issues management, stakeholder communications, and executive presentations
- Oversee the development and delivery of clear, accurate, timely, and engaging communications across digital, print, social media, presentations, reports, and member-facing channels
- Ensure organizational branding, tone, and messaging are consistent, current, and aligned with organizational values and member service commitments
- Lead website and CRM-related communications improvements, working with internal teams and external partners to ensure tools support effective member engagement
- Assess and report on the effectiveness of communications initiatives, using data, member feedback, and engagement metrics to recommend improvements
- Oversee the development of key organizational publications, including the Annual Report, member updates, briefing materials, and executive communications

Member Engagement, Events, and Service Excellence

- Develop and lead a comprehensive member engagement strategy focused on strengthening relationships, increasing participation, improving retention, and demonstrating membership value

- Build trusted relationships with members and act as a senior point of contact for member needs, feedback, opportunities, and concerns
- Champion a strong customer service culture across member-facing activities, ensuring timely, professional, responsive, and solutions-focused support
- Lead member recruitment, including engagement campaigns, and value-focused messaging
- Oversee the planning and delivery of member events, conferences, forums, webinars, and engagement sessions, ensuring events are well-managed, on budget, and aligned with member needs
- Monitor and report on key metrics related to membership growth, retention, satisfaction, engagement, event participation, and service quality
- Work collaboratively with internal teams to identify member needs, improve member-facing processes, and ensure programs, services, and communications are coordinated and responsive

KEY ATTRIBUTES

Collaborative: Builds strong relationships across teams, with members, and with external partners; demonstrates natural engagement skills and the ability to work well with others

Innovative: Passion for championing modernization and continuous improvement in service excellence. Fosters a culture of innovation and collaboration that encourages and promotes diverse ideas, creativity, and leading-edge practices

Principled: Results-oriented fueled by good judgement and the ability to develop credibility and trust in all relationships. Demonstrates integrity and ethical behaviour

Responsive: A member-focused leader with a strong customer service orientation; able to anticipate needs, respond professionally, manage ambiguity and changing priorities, and resolve issues with sound judgement

EDUCATION AND EXPERIENCE

- Post-secondary education in communications, public relations, marketing, business administration, event management, or a related field; equivalent senior-level experience may be considered
- Senior-level communications experience, including strategic communications planning, executive communications, stakeholder messaging, and multi-channel content development
- Demonstrated experience leading member engagement, member services, customer service, or stakeholder relationship functions
- Proven experience planning and managing events, conferences, webinars, forums, or member engagement sessions from concept through evaluation
- Experience using CRM, membership, or database systems to support engagement, reporting, and service delivery
- Experience in a member-based association, education, or public sector is an asset

REQUIRED SKILLS

- Strategic leadership skills with the ability to translate organizational priorities into effective member engagement, communications, and event plans
- Exceptional listening, written, verbal, and interpersonal communication skills, including the ability to communicate with senior leaders and diverse member audiences
- Strong customer service mindset with demonstrated ability to build trust, respond to member needs, and resolve issues professionally
- Excellent project and event management skills, including planning, budgeting, logistics, execution, evaluation, and continuous improvement
- Ability to analyze member feedback, engagement data, and service metrics to inform decisions and improve member experience
- Highly proficient with Microsoft applications, including Word, Excel, PowerPoint, and Outlook; experience with CRM or membership database systems
- Strong writing, editing, proofreading, and brand stewardship skills
- Demonstrated ability to manage multiple priorities, meet timelines, work within budgets, and maintain strong attention to detail
- Sound judgement, discretion, and ability to work independently

WE OFFER

- A Vancouver-based hybrid work model (it is required to be in the office two days per week and for meetings and team events as necessary)
- A collaborative and supportive team environment
- Highly competitive total compensation package
- Flexible schedule
- Extended health, medical and dental benefits
- Municipal Pension Plan

Diversity, equity and inclusion is a core value of the organization, one that is strongly supported and demonstrated throughout the organization. All qualified applicants will be given fair and equal consideration regardless of ethnicity, race, sexual orientation, gender identity and expression, culture, disability, nation of origin, age, or religion.

To protect the confidentiality of our client and the recruitment process, the organization's identity will be shared with candidates who are selected to move forward in the process. All inquiries and applications will be handled in strict confidence.

To apply to this position, please respond by email to hr@chemistryconsulting.ca, citing **Director of Member Engagement** in the subject line. Please submit a cover letter, and resume detailing your experience and qualifications, as well as outlining why you are interested in this position.

We would like to thank all applicants, however only those selected for an interview will be contacted. No phone calls please.