



JOB DESCRIPTION

JOB TITLE: ASSOCIATION MANAGER - VANCOUVER

LOCATION: 300 - 1201 West Pender Street, Vancouver, BC, CANADA
CONTACT: Phone: +1 604 681 2153
EMAIL: careers@icsevents.com
OFFICE HOURS: Monday - Friday, 8:00 a.m. - 5:00 p.m. (Flex-Time)
DATE: March 2016
REPORTS TO: Chief Operating Officer

SUMMARY:

The Association Manager is responsible for overseeing the day-to-day operations of national and/or international associations and provides membership services. The Association Manager provides administrative support and coordination of services and staff (volunteers and clerical support, as applicable) necessary to comply with each Association's bylaws, policies and performance standards. This role includes the management and/or execution of all administrative/transactional activities required of the Association to maintain the Association's charter. In conjunction with the Association's Board of Directors and members, the Association Manager is responsible for promotion through actions and develops programs to increase the organization's membership base. Association management includes significant contact with the public (i.e. members, proprietors, governing organizations, suppliers, and the media).

ICS CORE VALUES

At ICS, we take pride in our company's mission to *'Connect people to help facilitate change in the world'*. Below are a set of our core values that we believe are the key to building a foundation for a unified team and superior conferences.

1. We take pride in our people and work; and are committed to the company's success.
2. We trust, support and empower each other in order to be accountable to each member of the team.
3. We are committed to honest but constructive dialogue with all stakeholders.
4. We have the ability to work independently within an evolving framework.
5. We are passionate about providing exceptional service and solutions to our clients.



ESSENTIAL DUTIES AND RESPONSIBILITIES:

Including the following (other duties may be assigned):

- Implementing Performance Standards and Policies (if necessary)
- Maintain association registrations with relevant government bodies (Canada, USA, UK)
- Maintain insurance, licensing and other
- Coordinating Board and Committee Meetings as required including annual meeting calendars, collating meeting materials and taking minutes.
- Receiving, compiling and filing committee reports (as required)
- Membership Management including onboarding new members, processing renewals, benefit fulfillment and develop new membership strategies
- Financial oversight and fulfillment including budgets, reporting and annual review/audits
- Annual meeting fulfillment according to bylaws including nominations and elections
- Handling association correspondence
- Develop and implement marketing and communications plans
- Coordinate volunteers and other non-board positions
- Manage association events and activities including newsletters, journals, awards, events, webinars and other community engagement.
- Support conference planning and execution (if applicable)
- Coordinate revenue programs including grant applications, advertising and sponsorship (if necessary)
- Maintaining the association's operations manual, if applicable
- Ordering supplies

QUALIFICATION REQUIREMENTS:

The Association Manager should possess the following qualifications:

- Association/Business management skills (finance, marketing or sales, organizing, planning) or equivalent
- Experience working with volunteers and community engagement
- Office and organizational skills
- Proficient technology skills (computers, internet, e-mail, etc.)
- Proficient with MS Word, Excel, Adobe and Databases
- Strong communication and interpersonal skills within account management setting
- Communications training or experience
- Proven promotional abilities/success increasing membership/image of an Organization

A valid Canadian work visa for the next two years is required.

EDUCATION AND/OR EXPERIENCE:

A business administration certificate or diploma, certified association manager designation would be an asset. 3 - 5 years of experience in the association management/not for profit field is required.



LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business materials, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, procedure manuals and proposals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public. A second language would be an asset.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions. Ability to apply mathematical concepts to understand financial statements, budgets and cash flow.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

OTHER SKILLS AND ABILITIES:

This position is suited to a self-motivated, professional person who can confidently work with a variety of people from different cultures and backgrounds. Diplomacy, tact and a sense of humour are important to the success of this person.

COMPUTER SKILLS:

Excellent knowledge of a variety of software packages including Word for Windows, Events, Adobe Contributor and Excel are a must. A willingness to learn new software is a must.

ADDITIONAL INFORMATION:

Please provide a resume and cover letter when applying for the position. Please state in the subject line: *Association Manager - Vancouver*

Please forward all resumes to careers@icsevents.com.