



Are we looking for you? Or are you looking for us? We are looking for...

## **The Position – Association Manager (Remote)**

### **The Company**

International Conference Services Ltd.

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### **The Culture**

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

*“Connecting people to facilitate change in the world.”*

### **Responsibilities**

The Association Manager will work as part of a growing association management team, providing support to several Association Managers and will share responsibility for providing world-class management services to key ICS association clients. Subject to strong performance and business needs, the person in this position is likely to progress to a manager role within 1-2 years.

The successful candidate will work with other Association Managers and Senior Association Managers to:

- Support the election, recruitment and appointment process for all committees and boards.
- Manage the membership renewal process, generating and sending correspondence, and giving regular reports to the Association Managers and clients.
- Coordinate member retention activities and support recruitment strategies in partnership with membership committee(s).
- Manage membership financial reconciliations on a monthly basis.
- Promote the benefits of membership to existing and prospective members.
- Create and send client newsletters and assist the Association Managers with the publication of client journals.
- Support the Association Managers in the fulfillment of awards programs.
- Coordinate board and committee meetings including scheduling, preparing materials, taking minutes and other follow-up as required.
- Participate in committee calls as needed and, where possible, assist Association Managers in identifying opportunities to provide additional support to clients.

- Coordinate basic marketing and communications including social media posts, website updates, and email campaigns.
- Manage general email and phone enquiries, ensure acceptable response times.
- Participate in weekly calls with various client and staff teams.
- Prepare regular updates and reports on association activities, including KPI reports tracking membership and social media growth.
- Provide general support and back-up to association managers.
- Maintain client records and filings.
- Coordinate day-to-day responsibilities within a virtual office setting, collaborating with key decision makers and contacts located in different regions around the world (primarily North America).

## Skills & Attributes

The successful candidate will need to possess the following qualifications:

- Strong interpersonal skills and comfort speaking to individuals at all levels
- Ability to multitask, responding to the needs of multiple clients and internal stakeholders in a fast-paced environment
- Fully computer literate (proficient with Microsoft Office 365, Teams, Sharepoint, OneDrive, and Adobe Acrobat) and able to effectively interact with remote clients and teammates across a variety of channels including web meetings, instant messaging, phone, and email
- Reliable daily access to a workspace conducive to performing full time remote work, including a high-speed internet connection. (Note: ICS will provide a laptop and a stipend to help offset office costs.)
- Fluency in both spoken and written English
- Ability to work both independently and as part of a global team
- Basic understanding of social media channels incl. but not limited to Twitter, Facebook, LinkedIn, Instagram and YouTube
- Possession of a valid passport and ability to periodically travel internationally as needed for client conferences, meetings, and other business, sometimes including nights and/or weekends. (Note: ICS is currently limiting business travel to essential needs only due to the COVID-19 pandemic.)
- Ability to occasionally work outside of local business hours to accommodate interactions with clients and/or team members across multiple time zones.

## Experience

The successful candidate will need to possess the following experience:

- Prior association/nonprofit/charity industry or events industry experience
- Basic understanding of project management
- Experience in customer/member service and office administration
- Cultural sensitivity and experience working with people from a variety of different cultures and backgrounds

The following experience would be helpful:

- Experience working as part of a fully remote team
- Additional language proficiency

- Basic HTML, web editing, and/or video editing skills
- Experience working with online CRM and/or marketing/mass email management platforms
- Familiarity with Personify Wild Apricot association management software or similar platforms

Work will be carried out remotely, primarily within normal business hours in the Pacific and Eastern time zones.

### What's next?

If you're interested in the position and feel you may be a good fit, please send your resume and cover letter to [careers@icsevents.com](mailto:careers@icsevents.com).

