



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

## **We are Recruiting! – Association Coordinator**

### **Location**

ICS employees work in a predominantly remote work environment.

### **The Company**

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 45 years that works with national and international associations, and organizations, to host conferences, events, and tradeshow. Our work is very purposeful, and we are truly “connecting people to facilitate change in the world.” With over 80 staff members working remotely across North America, Europe, and Asia, we are truly an international team, and we leverage the strengths that our diversity brings.

### **The Culture**

ICS operates in a true “team” environment - trust, support, and empowerment of each other are very important to our culture. We know that we work better as a team, and we regularly celebrate our collective accomplishments. We pride ourselves on being innovative, solutions-oriented and are able to think outside the box, which keeps us all learning and growing as professionals together. We care deeply about creating exceptional experiences for our clients and pride ourselves in our many long-term relationships we have cultivated.

### **Role Overview**

The Association Coordinator is responsible for working with Association Managers to manage the association membership database system, supporting association membership recruitment and retention, and coordinating board and committee meetings. In addition, the Association Coordinator will create client newsletters, support communications, and assist with social media activities and website updates.

### **Responsibilities**

The successful candidate will work with various Association Managers to:

- Support the election, recruitment and appointment process for all committees and boards.
- Manage the membership database system, renewal process, generating and sending correspondence and giving regular reports to the Association Managers and clients.
- Coordinate membership retention and support recruitment strategies in partnership with the Association Managers and/or client committees.
- Create and send client newsletters and support the Association Managers on the publication of client communications.
- Support the Association Managers in the fulfillment of client awards programs.
- Coordinate board and committee meetings including scheduling, preparing materials, taking minutes and other follow-up as required.
- Coordinate marketing and communications including social media activity and website updates.
- Assist with month-end financial reconciliation and other financial tasks as required.
- Support the Association Managers and Congress team members with conference related tasks and requirements.
- Respond to general email and phone inquiries.
- Participate in weekly calls with various client and staff teams.
- Prepare regular updates and reports on association activities.

- 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.

### Education, Experience & Skills required

#### Education:

- Completion of a college or university Certificate or Diploma in a relevant field (i.e. business administration, communications, publishing), or equivalent experience is desired

#### The successful candidate will need to possess the following skills:

- Superior ability to multi-task with numerous projects, clients and association managers on a daily basis
- Excellent ability to schedule, track and prioritize tasks and deadline dates.
- Strong interpersonal skills and comfort speaking to individuals at all levels
- Fully computer literate with multiple platforms and social media
- Fluency in both spoken and written English
- Ability to work both independently and as part of a global team
- Ability to effectively interact with remote clients and teammates across a variety of channels including web meetings, instant messaging, phone, and email
- Ability to periodically travel internationally as needed for client conferences, meetings, and other business, sometimes including nights and/or weekends.
- Ability to occasionally work outside of local business hours to accommodate interactions with clients and/or team members across multiple time zones.

#### The following skills and qualifications are helpful, but not required:

- Additional language proficiency, e.g. German, French, Spanish
- Basic understanding of project management
- Prior association or events industry experience
- Experience in customer service, membership service and office administration
- Experience working with online CRM and/or email management software is considered an asset
- Familiarity with Personify Wild Apricot association management software or similar software

### What's next?

Please send your resume and cover letter to [careers@icsevents.com](mailto:careers@icsevents.com)