



We are Recruiting! – Manager, Associations

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 tradeshows. 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.

Remote-First Work Environment

ICS employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers. Remote work is an important part of our business strategy and will not change post-COVID.

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.

The Role

The Association Manager will work as part of a growing association management team, providing world-class management services to key ICS association clients.

Responsibilities

The successful candidate will:

- Administer 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 clients.
- Coordinate member retention activities and support recruitment strategies in partnership with membership committee(s).
- Facilitate monthly/quarterly webinar hosting with various clients
- Manage website updates/changes when required
- Manage financial reconciliation on a monthly basis.
- Develop and manage budgets
- Promote the benefits of membership to existing and prospective members.

- Create and send client newsletters Manage awards programs including marketing of awards, facilitating nomination/submission/and judging process with Conference Project Manager and clients.
- 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, identify 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, ensuring acceptable response times.
- Participate in weekly calls with various clients and staff teams when required
- Prepare regular updates and reports on association activities, including KPI reports tracking membership, social media growth, and finances.
- Maintain client records and filings.

Education, Experience & Skills Required

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, Zoom and similar) 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 is essential. Additional languages are a plus
- 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.
- Ability to occasionally work outside of local business hours, mainly to accommodate interactions with clients and/or team members across multiple time zones.

The successful candidate will need to possess the following experience:

- Prior association/nonprofit/charity industry experience
- Proven expertise in 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
- 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

You must also be familiar and have worked with the following tools:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Willingness to learn new software systems as required

The Benefits of Working at ICS

- Our employees work remotely on a permanent basis.
- As an employee you are provided all hardware including company laptop, monitor, headset, mouse, keyboard, and internet-based phone
- In addition to salary, we offer a monthly work from home allowance to help cover the cost of your home internet and home office expenses
- In addition to vacation time, employees receive a paid day off on their birthday each year
- An excellent benefits package including Extended Health Coverage, Dental and access to our EFP is provided after 3 months
- Fun in-person employee get togethers each year
- ICS prides itself in providing career development opportunities

What's next?

Please send your resume and cover letter to careers@icsevents.com