

## Member Services Coordinator

### Description:

Actua currently has a position opening for Member Services Coordinator in Ottawa, ON. As Member Service Coordinator you will report to the CEO and work with our Manager of Membership as one of the primary points of contact for our 29 member organizations in Canada. We are looking for an individual with knowledge of the Actua organization, ideally, someone who has worked at an Actua member organization.

### Scope of Work:

- Act as primary liaison between the member organizations and Actua providing pro-active, day-to-day support to directors
- Delivering components of the internal communication plan including developing and distributing newsletters, coordinating conference calls, announcements, etc.
- Managing and administering the reporting processes for members (annual reports, project reports, interim information, etc.) including creating reports for national office use
- Coordinating member participation in bi-annual national meetings including managing logistics and organizing some content
- Development and delivery of training sessions for members through regional meetings and national meetings (some travel across Canada required)
- Coordinating the translation of resources for members and liaison with Francophone members
- Managing the content of the internal member website
- Managing the member funding process (Actua's distribution of funds to member organizations)
- Responding to requests from the public for information on Actua programs
- Managing the Actua National Bursary Program
- Managing the Actua National Awards Program
- Pro-active development and delivery of member services and resources such as curriculum and program administration resources
- Delivery of some limited programming to youth in Ottawa

### Desired Skills and Qualities

- The successful candidate will have demonstrated creativity, innovation, dedication, a strong work ethic and a keen interest in Actua's mandate
- Experience providing services to other organizations and demonstrated success in building partnerships and relationships at a community level
- Excellent interpersonal and communication skills
- Undergraduate degree (preferably in science or related field) and strong working knowledge of post-secondary institutions
- Strong ability to communicate (speak and write) in English (French is a strong asset)
- At least two years experience in project management, budgeting, and general office procedures
- Excellent computer-based skills

### How to apply

Please send resume and cover letter, specifically addressing your interest in this position, electronically by January 8, 2010 to:

Actua  
c/o Jennifer Flanagan, CEO  
15 York Street (Courtyard)  
Ottawa, ON K1M 5S7

[jobs@actua.ca](mailto:jobs@actua.ca). (Please put **Member Services Coordinator** in the subject line)

We thank everyone for applying but only those selected for an interview will be contacted.