



Job Description

IDENTIFICATION

Title – English	Membership Assistant
Title – French	
Reports to	Senior Manager, Membership and Healthy Generations
Supervises	-
Date updated	September 2024
Work location	On-site

PURPOSE

The *Membership Assistant* provides administrative and operational support to the membership department and the CPS Residents Section. This position acts as the first point of contact for members, customers and visitors and is responsible for answering their questions or directing them to the appropriate individual in the organization.

RESPONSIBILITIES

Membership

- Administer the annual membership dues process, including updating the database, sending email and paper invoices, processing payments and answering questions from members
- Ensure accuracy and timeliness of demographic and other information within membership database
- Check for accuracy and completion of orders in e-commerce system
- Apply CPS policy to requests for changes to categories and fees
- Process new applications for, and resignations from membership
- Provide regular updates to board members on changes to membership roster
- Communicate with current and new members as directed (i.e. welcome and congratulatory letters, etc.)
- Administer annual resident update, including contacting paediatric programs for current information and moving members through the graduated billing cycle
- Develop material and coordinate mailing of new member packages to first-year residents
- Maintain up-to-date information on Royal College new certificants in paediatrics
- Assist the Manager, Membership with membership recruitment & retention program and other projects as needed
- Send Healthy Generations receipts and thank you letters to donors
- Assist with administering grants sponsored by Healthy Generations
- Maintain up to date membership and Healthy Generations information on the web
- Maintain locum database
- Respond to member requests received by phone, e-mail and mail

Residents Section

- Assist with planning residents section activities at the Annual Conference
- Assist with administering the residents travel bursary, and the resident advocacy grant
- Update the Elective Registry annually



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- Coordinate the election of the resident executive and confirm the representatives at each program
- Update the resident's PowerPoint presentation and webpages as needed
- Send newsletters and other messages to trainees members

Reception

- Answer the main phone line and direct calls appropriately
- Greet guests and direct them to the appropriate staff
- Sign for courier packages

Other duties as assigned to meet the business needs of the organization.

EDUCATION, PROFESSIONAL DESIGNATION(S) & EXPERIENCE

- Post-secondary diploma / degree in related field or 2 to 3 years related experience
- Not-for-profit experience preferred

ESSENTIAL SKILLS

The Canadian Paediatric Society (CPS) uses the Microsoft Office suite of products and all staff are required to be proficient in the use of these tools.

- Bilingual essential – English / French – strong oral, comprehension and written skills
- Experience with association management system, CRM or similar database
- Advanced knowledge of Microsoft Outlook, Word, Excel and PowerPoint
- Excellent customer service skills
- Superior organizational skills
- Able to effectively prioritize work flow and meet deadlines

PERSONAL ATTRIBUTES

As a small but complex national organization, the CPS is a collaborative workplace. Staff are supportive, flexible, and interested in how they can support each other's work. Success of the CPS depends in part on our public profile and reputation as a credible, evidence-based organization. As such, staff take great care in the organization's products and communications, from emails to letters to our websites.

- Detail-oriented
- Exercises good judgment
- Shows initiative
- Proactive
- Calm and diplomatic nature

The CPS is committed to reflecting the communities we serve and to ensuring a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply.

Please send your cover letter and resume to Sherri MacKenzie, Senior Manager, Membership and Health Generations: sherrim@cps.ca