



OFFICE ADMINISTRATOR

About the CSCM

Established in 1957, the Canadian Society of Club Managers (CSCM) is the national professional society for those individuals involved in the club management profession in Canada. The CSCM represents over 280 private and semi-private clubs across Canada with its approximately 600 members from golf, country, city, sports, fitness, curling and other recreation and leisure clubs.

The Society's mission is to promote and develop the profession of club management via the Certified Club Manager (CCM) designation while providing education to members, including career and networking opportunities.

Position Overview

Reporting to the Chief Executive Officer (CEO), the Office Administrator will be responsible for supporting the smooth and efficient running of the National Office with a strong focus on administrative and operational excellence.

Specific areas of support will include policies and systems best practices, member services, vendor management and risk management, and support to the CEO with financial efficiency, member communications and strategic projects/initiatives.

The successful candidate will work in close partnership with the CEO to ensure the effective coordination of key projects including support for key operational committees; board governance; maintaining up-to-date records of association activities; and financial management.

Responsibilities

Membership Administration

- Manage membership in conjunction with the Membership Committee
- Administration of new member applications, including:
 - Ensuring that all requirements for membership are met and consulting with the Membership Committee on unclear cases
 - Setting up member profile in the database and ensuring all information is complete for reports and statistical purposes
- Administration of the annual membership renewal process including:
 - Distribution of information about renewal to members, including invoices and reminders
 - Follow-up on non-renewals in accordance with member retention strategies
- Prepare membership reports
- Communicate with the CSCM Branches regarding membership and database information; and
- Update the association management system with member invoices and ensure it matches with our financial systems

Database/Website Management

- Ensure the CSCM website is current and an effective member resource by updating content on a regular basis
- Preparing broadcast emails as required to support programs and services and communicate information to members on a timely basis

- Update and maintain social media for the CSCM under direction from the Chief Executive Officer

Office Administration/Governance/Executive Assistant

- Manage position postings and ensure they are published to the website in a timely manner
- Ensure files are established and stored in accordance with office procedures
- Work with the CEO to ensure Branch compliance and filing of Board paperwork
- Coordinate teleconference schedule for assigned committees, including email reminders with agendas, past minutes and additional meeting materials
- Manage mailings and courier packages as required
- Record minutes of meetings as required
- Track and follow-up with outstanding receivables
- Assist with the care and maintenance of office equipment and supplies and the general office environment including the common areas
- Coordinate teleconference schedule for committees, including email reminders with agendas, past minutes and additional meeting materials
- Record minutes of meetings and review draft with CEO and Committee Chair prior to circulation to committee

Club Manager Quarterly Magazine

- Work with the Director, Education & Events, and the Chief Executive Officer to support the Editorial Advisory Committee and the delivery of a quarterly magazine
- Ensure compliance with corporate partner agreements and ensuring advertising contracts are implemented and invoices are forwarded
- Coordinate subscriptions for the magazine, ensuring articles from each issue are archived on the website and copies of each issue are distributed to the authors

Requirements

- Post-secondary degree/diploma in office administration or a related field with a minimum of four (4) years experience is preferred
- Strong organizational abilities and time management skills
- Top-notch administrative and project management skills, including planning, implementation and evaluation
- Previous executive assistance and governance experience considered an asset
- Excellent marketing and communications skills (written and oral)
- Strong interpersonal skills that include listening, responsiveness and a professional, customer-service oriented approach to all situations
- Advanced computer skills – Microsoft Word, Excel, PowerPoint and database management
- Financial acumen with previous exposure to Quickbooks helpful
- Bilingual in English and French is considered an asset
- Flexibility to work overtime when required and travel occasionally to conferences/events
- Understanding of the hospitality and/or club management industry desirable
- Volunteer management and/or not-for profit work experience considered an asset

Location

703 Evans Av. Suite 202A, Toronto, ON (Queensway & Hwy. 427)

To be considered for this opportunity, please send your resume with cover letter and salary expectations to: hr@cscm.org by October 15, 2018, referencing OFFICE ADMINISTRATOR in the subject line. We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.