

Job Description – Coordinator, Event Operations

The Institute of Corporate Directors (“the ICD”) is a not-for-profit organization with almost 16,000 members and a network of 11 Chapters operating in over 20 cities across Canada. Our members are Canadian directors and boards across the for-profit, not-for-profit, and Crown sectors. We foster the sharing of knowledge and wisdom through education, professional development and a certification program.

The ICD is governed by a Board of Directors, comprised of distinguished, senior directors from across Canada, The ICD has an extensive network of volunteers working as part of its eleven Chapters across Canada. As the pre-eminent governance organization in Canada, the ICD membership is made of senior business and community leaders from across Canada.

The ICD events are forums that allow directors to share and increase their knowledge to stay current while also providing networking opportunities.

The Role

The Coordinator, Event Operations provides exceptional customer service and systems support for all ICD regional Chapter and National events. The ideal candidate is a resourceful, detail-oriented team player who is professional and adept at managing multiple priorities in a role. The role ensures that all attendees receive high-calibre, timely and exceptionally professional support for all inquiries.

The role is ideal for a collaborative team player who is customer-service focused, highly proficient in written and verbal communication. Experience working with associations in addition to experience in communications, digital meetings and event management is an asset.

Responsibilities to include, but not limited to:

- Providing excellence in customer service, both internally and externally, to exceed expectations;
- Managing registrations for Chapter and National events including processing payments, refunds and assisting with account issues;
- Coordinate and process Chapter event marketing materials;
- Cheerfully and effectively providing customer assistance to participants prior to, throughout, and upon completion of events;
- Provide webinar and general event support to the Senior Coordinator, National Event Operations;
- Ability to attend and travel to events as required, including during times outside of normal business hours;
- Manage event tracking, statistics and processes;
- Managing registrations for events including processing payments and refunds;
- **GTA Chapter:** Support in-person GTA Chapter events including on-site delivery.

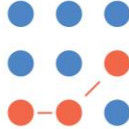


INSTITUTE OF
CORPORATE
DIRECTORS

THINK BEYOND
THE BOARDROOM.

INSTITUT DES
ADMINISTRATEURS
DE SOCIÉTÉS

PENSER AU-DELÀ
DE LA SALLE DU CONSEIL.



Qualifications and Competencies:

- Post-secondary degree;
- Minimum two years of related experience in customer relations, marketing communications, administration, or event management, preferably in a not-for-profit or association environment;
- Strong organizational ability, high attention to detail and accuracy in all aspects of work;
- Strong written and verbal communication skills;
- Comfortable working in a dynamic environment, adaptable to change;
- Positive team player with a demonstrated commitment to excellence in customer service;
- Highly motivated, proactive with solutions, and able to manage concurrent tasks efficiently with minimal supervision;
- Ability to establish and maintain collaborative working relationships;
- Flexible to work overtime and to attend on-site meetings when required;
- Fluency in French is an asset;
- Strong commitment to ICD's values.

Please send a resume and a cover letter outlining your relevant experiences to Katherine Soler at Katherine.Soler@altisrecruitment.com.

ICD is an equal opportunity employer. Thank you for your interest but only those selected for an interview will be contacted. Candidates will be asked to provide proof of vaccination.

