

**CANADIAN DENTAL HYGIENISTS ASSOCIATION
POSITION DESCRIPTION**

POSITION TITLE: Membership and Office Assistant

REPORTS TO: Manager of Membership Services

SCOPE OF POSITION

This position provides front-line customer-service support to members as well as coordination and support of the delivery of membership services. The membership and office assistant also provides general administrative and office support to the marketing & communications and finance & operations departments.

KEY RESPONSIBILITIES

Membership Services

- Receives all in-coming calls and general mailbox emails from members and answers, or redirects them as appropriate, in a timely manner
- Processes membership registration and category changes, including payments
- Maintains member profile information in the membership database, including updates, verification of new accounts created online, merging duplicate accounts and running bi-weekly quality assurance reports.
- Makes outbound calls to support the membership marketing strategy
- Assists the manager of membership services in the preparation of statistical reports and presentations
- Assists in the preparation and launch of membership campaigns including making outbound calls, preparing mailings and developing member support resources, such as how-to videos and content for the members-only website

Marketing & Communications

- Provides administrative support for a variety of MarCom programs, campaigns and contents including but not limited to National Dental Hygienists Week (NDHW)
- Supports the media relations program for the association: maintains media lists, ensures release distribution, and coordinates responses to media requests
- Contributes to research, proofreading and publication of documents as required
- Provides administrative support related to Oh Canada magazine and other publications, including distribution and management of publication archives
- Maintains inventory of promotional supplies and makes purchases as directed
- Administers job board postings
- Provides general administrative support to the director of marketing & communications

- Assists with quality assurance of the website by coordinating tasks in Basecamp and proofing text and links on the website to ensure accuracy
- Assists with distribution of mass emails and surveys via Survey Monkey/Doodle Poll, etc.

General Operations

- Receives all visitors, telephone inquiries and manages info@ emails
- Processes all incoming and outgoing mail, coordinates and prepares mailings and shipments (printing, packaging, shipping)
- Maintains contact/distribution lists and internal folders and files
- Drafts/responds to routine correspondence and refers complex issues to appropriate parties
- Provides fax, scanning, printing and photocopying support
- Records minutes for meetings or conference calls
- Orders and maintains kitchen, bathroom and office supplies & stationary
- Maintains upkeep of the office, including storage room, kitchen, bathrooms, front and back entrances and reception area. Ordering supplies for respective areas.
- Places service and repair calls related to the physical office building maintenance & repair, security services and office equipment, as required (eg lighting & electrical, heating & cooling, cleaning & recycling, plumbing, gas, snow removal, windows, parking etc)
- Provides general administrative support to the director of finance & operations

CONTACTS

Internal Contacts

- Staff at all levels

External Contacts

- CDHA members
- Regulatory Bodies
- Provincial Associations
- Media
- Companies providing goods and services for the Association
- Public

DECISION MAKING AUTHORITY

- Makes independent decisions based on existing guidelines, policies and procedures for routine activity related to above responsibilities; requires direction where guidelines, policies and procedures do not exist

FORMAL EDUCATION AND TRAINING

- Post secondary education in an administrative field and/or equivalent education and experience

EXPERIENCE

- Three years progressively responsible experience in a combined customer service and administrative support role

KEY QUALIFICATIONS

- Prior experience in a member-based professional association environment
- Fluently bilingual in French and English with excellent written and oral communication skills and strong interpersonal skills for dealing professionally with members, volunteers, students and other organizations
- An intermediate-level working knowledge of Microsoft Office, including Outlook, Word and Excel, as well as project management platforms ie Basecamp (an asset)
- Prior experience using and maintaining standard office equipment and facilities
- Significant prior experience with data entry and performing search and reporting functions within a membership database. Experience using iMIS is preferred
- Exceptional organization skills and the ability to work under deadlines, multitask and to use sound judgement to effectively deal with competing priorities
- A positive and constructive attitude for improving office systems and procedures, and a willingness to acquire new skills and take on new responsibilities
- Ability to work in a fast-paced team environment
- Energetic with the ability to do moderate lifting tasks as part of the responsibilities associated with maintaining storage and supply areas
- Conscientious about punctuality

Approved: June 20, 2017

Reviewed: May 4, 2017

Revised: May 4, 2017