

Bilingual Communications & Program Manager

Reference No.: 1D135
Language: Advanced English, Advanced French
Location: Mississauga-Ontario
Public Transit: Yes
Salary: 70K
Benefits: Included
Account Manager: Marijke Kanter
Email: resumes@nevian.com
Job Type: full time permanent

Description

Our client, a non-profit trade advocacy organization, has an immediate opening for a Communications & Program Manager to join their small but fast-paced team. Reporting to the Vice President of Operations, this role will be responsible for the development and execution of communications strategies which promote and support the programs and services provided by the association. This role also manages the delivery and growth of the association's designation programs, as well as member relations and support to include database management, events, and other assigned tasks, as required. This is a full time, permanent role and an In Office role. Hours: Monday - Friday (8.30 am - 4.30 pm). Salary: 70K, full benefits after 3 months, vacation 3 weeks.

Responsibilities

Communications Strategy:

- Development and execution of communication plans which align with the goals of the association; to include improving and/or creating marketing materials (i.e., brochures, flyers, etc.) and educational material.
- Content creation for organization's social media outlets (LinkedIn and Instagram), as well as oversight with the management of these outlets.
- Ensuring that the website is updated regularly and is responsive to members' needs.
- Preparation and oversight of e-newsletters/e-communications which are sent to members and stakeholders (i.e., What's New in Surety, Communiqués, Tender Alerts, etc.).
- Assist with the re-development of the organization's Online Learning Centre.

Program Management:

- Assuming full responsibility for student relations, including on-boarding of students, creation and management of student files for the association's Designation Program.
- Management of course enrolment each term.
- Management of billing (program fee and courses).
- Arranging for the distribution of course books.
- Management and oversight of the graduate list, as well as preparing graduate certificates, communicating with graduates about the Gala Awards event, and managing the execution of the certificate presentation on-site.
- Responding to inquiries regarding the programs in a timely manner (in English and French).
- Development of strategies to promote the program, including outreach to stakeholders.

Member Relations:

- Ensuring that calls and requests from members and providing them with access to association resources are provided in a timely manner.
- Assisting the VP Operations and Regional Directors with organizing and managing networking opportunities, educational/professional development sessions, and webinars for the membership.
- Providing oversight and responsibility for event registrations and billing (i.e., invoice requests); as well as on-site event support, as required.
- Providing support with the execution of the association's Annual General Meeting and Conference, in collaboration with the VP Operations; to include oversight and responsibility for event registrations and billing (i.e., invoice requests), communications to registrants, creation and oversight of name badges and event kits, on-site management of event volunteers, and other event support, as required.
- Actively participate on the association's regional and special committees, so to provide support to Regional Directors, the VP Operations, and the President & COO, as required.
- Conducting research for prospective members, in collaboration with the VP Operations, President & COO, the Board of Directors, and association staff.
- Holding the responsibility for the maintenance of committee distribution lists, as well as updating membership records, the on-line event calendar and the association's website through the association's Content Management System (CMS).

Qualifications

- Proven experience in the development and execution of communication strategies, program management, member relations and support in a non-profit or trade advocacy association.
- Bilingual French (Canadian/Québécois) and English is a must.
- Effective written and verbal communication is crucial for creating content, engaging with members/stakeholders, and ensuring clear messaging.
- Strong organizational and time management skills with the ability to manage multiple programs and deadlines efficiently, and to prioritize work with minimal supervision.
- Experience with Content Management Systems (CMS) for database and website management.
- Demonstrated experience in using e-communications platforms (i.e., Constant Contact, etc.).
- Proficiency in MS Office (Outlook, Excel, Word, PowerPoint).
- Attention to detail and problem-solving skills so to identify issues, develop solutions, and implement them effectively.
- The ability to thrive in a deadline-driven, fast-paced, team environment, working both independently and collaboratively on multiple projects.
- Creative and graphic design skills would be considered an asset for this role.
- Note: Minimal travel across Canada for events may be required.