



The Indigenous Tourism Association of Canada (ITAC) is seeking an **Industry Engagement Coordinator** to join their team. The Industry Engagement Coordinator should demonstrate a high level of competence in relationship management, customer service, project management, documentation, and written and verbal communication.

This position will require the Coordinator to quickly develop a strong understanding of ITAC policies and procedures, member relations, and membership processes. This role will support the Industry Engagement Manager, focusing on delivering results and meeting deadlines in line with ITAC's high standards, effectively collaborating with internal and external partners on a regular basis creating positive industry awareness and building strong relationships.

**Responsibilities include (but are not limited to):**

- Coordinate Member Relations and Membership Program
  - Member outreach coordination
  - Support to members
  - Outreach via phone and email
  - Engage membership via ITAC members group (Facebook)
  - Coordinate, receive and align member data from Provincial & Territorial partners as required
- Support for implementation of membership intake
- Update information for intake forms, spreadsheets, and website
- Management of member renewals
  - Includes membership drive plus campaign document
- Maintain member list
- Manage CRM system
  - CRM coordination includes member profiles and events
- Some social media responsibilities
  - Membership communications in ITAC members group (Facebook)
- Project support for partnerships team
- Assessment of member applications and assignment to appropriate categories of membership; liaise with development department and the original accreditation program
- Update existing member information in database and profile on website
- Invoicing, processing, and reconciling payments for applications
- Distribution of membership package
- Outreach to members for business information and photos as outlined in the Membership Program Guide
- Provide a weekly report to the Industry Engagement Manager on renewal and new members
- Provide a final report upon completion of membership intake
- Assist in the coordination and execution of the International Indigenous Tourism Conference

- Provide general administrative support services as required including but not limited to:
  - Planning and organizing special events
  - Preparation of documents
  - Assist in the preparation of presentations
  - Photocopying, collating materials, preparing packages for meetings
- Support Industry Engagement Manager as needed.
- Manage membership email inbox
- Other duties as requested

**Education:**

- Post-Secondary education in business, accounting or a related field is an asset

**Relevant Experience:**

- Knowledge of Indigenous communities, businesses, and similar organizations across Canada
- Experience in working with non-profit organizations
- Project management experience an asset
- Data management experience an asset

**Skills and Abilities:**

- Excellent communication skills
- Solid organizational skills including attention to detail and multitasking skills
- Ability to manage competing timelines
- Excellent relationship building skills
- Ability to plan and prioritize workload
- Independent self-starter
- Adaptable and flexible to changing priorities
- Strong working knowledge of Microsoft Office including Excel
- Travel may be required with this position
- Bi-lingual (French) an asset

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To apply to this position please respond by email to the Chemistry Consulting Group at [HR@chemistryconsulting.ca](mailto:HR@chemistryconsulting.ca) with the position title in the subject line, "ITAC Industry Engagement Coordinator", and your full name. Please provide a cover letter and resume outlining your experience, qualifications, and salary expectations.

We thank all those who apply, however, only those shortlisted will be contacted for an interview. Please no phone calls.