

Focused Education Resources (Focused ED) is hiring a **Manager of Member Services** to join their growing team.

The Manager of Member Services is primarily responsible for supporting, retaining, and communicating with members of Focused ED. Currently Focused ED members consist of all 60 BC school districts, more than 100 independent and First Nations schools and the Yukon Department of Education. This position will help promote excellence in K-12 education in BC by increasing engagement in the wide range of services, resources and expertise available to Focused ED members.

The Manager of Member Services will work closely with the Directors and Controller and will report to the Executive Director. Responsibilities within this role will be managing all aspects of member recruitment and retention including attraction and retention strategies, onboarding, communications, membership applications and renewal appeals.

This role requires the incumbent to be an individual who is a creative and proactive team player with a member-focused orientation, able to manage ambiguity, uncertainty and changing priorities, has initiative and ability to work independently, yet be a collaborative team member. This is a hybrid position with the offices based in Vancouver. Focused ED is open to candidates outside of Vancouver, including Vancouver Island, with the understanding that there will be a requirement to be in office 1-2 days per week, and for meetings or team events as requested.

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

- Develop and implement strategies to recruit new members and retain existing members.
- Proactively communicate with members to determine their service needs. Respond to all queries from members
- Manage the membership database (CRM) including tracking and updating information
- Work with the Controller, monitor initial and annual invoicing
- Respond to member enquiries and provide information reports and data
- Monitor and report on key metrics related to membership growth and reports on member engagement
- Develop, maintain and oversee all files and systems associated with membership
- In collaboration with the Executive Director and the Directors, plan, develop and manage Focused EDs' events (virtual and in-person) including the annual conference for 300-400 delegates
- Develop a schedule of external sectoral events Focused ED attends and manage all logistics, budgets, staff attendance etc.
- Manage the Annual General Meeting
- Collect feedback from event delegates, analyze, summarize and distribute results
- Review communication materials for brand and copy accuracy
- Research, make recommendations and oversee the development, production and updating of communications and marketing tools and resources
- Update website content and ensure alignment of website updates with communications and branding guidelines
- Under the direction of the Executive Director, work with external communications and branding consultants

## Qualifications

### Education:

- Post-secondary education in Marketing, Communications or related work experience

### Relevant Experience:

- 5 years' experience in Event Planning, Communications and Marketing
- Experience working within or involvement in the non-profit sector and/or BC K-12 education
- Experience in developing a wide range of communication tools
- Experience working with Adobe Creative Suite (Illustrator, Photoshop, InDesign)
- Accomplished in and proficient with MS Office Suite and experience with CRMs

### Required Skills:

- Natural engagement skills and the ability to work well with others
- Passion for championing modernization and continuous improvement in service excellence by embedding a culture of innovation and collaboration that encourages and promotes diverse ideas, creativity and leading-edge practices
- Excellent project management (planning and execution) skills
- Excellent knowledge of copywriting principles and English grammar
- Superior relationship building skills
- Strong communication skills (verbal and written)
- Ability to work independently with little direction as well as on a team
- Self-motivated, driven, passionate

### Focused Education Offers:

- A Vancouver based hybrid work model (the required time working in-office is negotiable depending on the candidate's location)
- A collaborative and support team environment
- Highly competitive total compensation package
- Flexible schedule
- Extended health, medical and dental benefits
- Municipal Pension Plan

Diversity, equity and inclusion is a core value of Focused Education Resources that is strongly supported and demonstrated throughout the organization. All qualified applicants will be given fair and equal consideration regardless of ethnicity, race, sexual orientation, gender identity and expression, culture, disability, nation of origin, age, or religion.

**To apply** to this position, please respond by email to [careers@chemistryconsulting.ca](mailto:careers@chemistryconsulting.ca) submitting an up-to-date cover letter, and resume (as one file) detailing your experience and qualifications as well as outlining why you are interested in this position. In the subject line please include "Focused ED", and your full name.

We would like to thank all applicants, however only those selected for an interview will be contacted. No phone calls please.