Ontario Traffic Council

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Membership and Events Coordinator Job Description (May 2019)

Immediate Supervisor: Executive Director

# Position Summary

Responsible for the coordination and administration of OTC events, educational programs, for managing day-to-day operations, and for providing support to the Executive Director and Committees. This includes arranging and managing in-person, virtual or hybrid events and training logistics, negotiating with venues, selling vendor space at events and sponsorships, responding to member inquiries, processing memberships and event registrations, liaising with trainers/speakers and Committees, creating education and event content to be used for promotional/marketing materials, OTC records and database management, accounts receivable and bank deposits, organizing and reporting on event feedback and annual member satisfaction surveys, budget administration with portfolio areas, collaborating with Executive Director on operational activities.

# Duties and Responsibilities

1. Coordinate and manage OTC in-person, virtual and hybrid events including various professional and educational workshops/seminars/symposiums and the annual conference. Organize logistics for events: source and negotiate with venues; arrange catering and audio visual needs; review/authorize venue agreements; liaise with speakers/trainers; develop event program and promotional material content; invoicing processing registrations and payments; maintain database/list of attendees; prepare information packages and participation identification; vendor sales and sponsorships and associated liaison; researching and arranging with tour providers; attending conferences, training, symposiums and workshops where needed for on-site coordination and logistical trouble-shooting and to ensure events run smoothly; conduct follow-up surveys for event feedback, analyze and summarize results and reports on same.

1. Manages standardized educational programs delivered by the OTC including OTM and other training and coordinating the Police Traffic Officer / Technical Traffic Operations Course (2-week in-house and/or virtual course). Schedules and makes arrangements for delivery of training open to the public and respond to requests from members and non-members to host private training sessions at their workplace locations or virtually. Drafts and executes program delivery agreements, contracts and liaises with trainers, confirms logistics, conducts outreach where needed and processes exam results and certificates of completions.
2. Administers the OTC learning management system (LMS) for new, existing and updated on-line courses, liaises with course developers to upload course content, on-line quizzes and exams.

1. Maintains OTC website for events and educational programs

1. Administers and monitors assigned budgets. Purchase services and supplies within limits, collaborates with Executive Director on extraordinary and capital expense and budget variances, prepares and makes bank deposits for revenues received, liaises with accountant on accounts receivable and payables, coding and other financial matters.

1. Manages the day-to-day operation of the OTC virtual office including acting as first point-of-contact for the OTC virtual office, responding to telephone/email and inter-office inquiries, coordinate accountant for remote access.

1. Collaborates with Executive Director on operational infrastructure/framework for the OTC including documenting internal processes and procedures, key contacts, external service providers and associated arrangements, financial protocols, technology interfaces, electronic and hard-copy records organization and file management and other such business processes and continuity requirements.

1. Builds cooperative relationships with OTC members, vendors, municipalities, private sector organizations and other associations.

1. Responds to enquiries from members, prospective members, vendors, sponsors, suppliers, committee chairs and members, the President/Board/Executive, municipalities and governments/agencies and other organizations about OTC programs, services, products, events, membership, etc. Refers and/or collaborates with Executive Director on responses related to public policy and research and OTC platforms and with Membership and Communications Coordinator on membership and communication matters.

1. Carries out other such duties and responsibilities as assigned.

Positions Supervised Directly: External service providers, as assigned

# Credentials and Other Considerations Required

1. Formal academic training in Business/Public Administration or related discipline. Further training in event and association management preferred.

1. Holder of willingness to pursue CAE training/designation

1. Demonstrated successful experience in a member services environment including significant event coordination and database management experience working with Boards and Committees, preferably in an association and not-for-profit environment.

1. Excellent planning, interpersonal, negotiation, marketing, public relations, administrative, and writing skills.

1. Ability to multi-task and to prioritize work. Highly organized with attention to detail for successful event management. Excellent time and project management. Quick to adapt to changing priorities. Self-initiative and ability to work on own with minimal supervision. Collaborative style when working with other team members.

1. Thorough working knowledge of event management, database management, budget administration and basic accounting, cash handling practices, procurement practices in the public sector, records management, contemporary marking/promotional techniques.

1. Ability to build strong relationships and to interact effectively with members, vendors, supplies, the Board and Committee Members, other staff/external service providers, governments/agencies, volunteers and other contacts. Diplomacy and tact for working in a member services environment. Politically astute.

1. Understanding and knowledge of technology in an associations/or member-services environment, proficient using MS Office suite, website and social media platforms, database management, and the ability to install software and hardware and to trouble-shoot routine issues.

1. Availability to attend OTC conferences/events which may include evening and weekend work and travel locations within the Province.

1. Valid Class “G” Driver’s license. Mileage for OTC business re-imbursed at .50 / km.
2. Must maintain a home office with internet (monthly high speed re-imbursed), an area for a desktop or laptop and printer (provided by OTC), IP telephone (provided by OTC), cell phone (re-imbursed by OTC), maintain a healthy and safe work environment, carry applicable home insurance and abide by the OTC Work From Home Policy.