



PROGRAMMING AND MEMBERSHIP COORDINATOR

Reports to: Executive Director

Type of Position: Full-time position (31.5 hours), 8:30am to 3:30pm

Location: Pointe-Claire (West Island), on-site Monday to Friday

Summary of Position: Reporting to the Executive Director and working in close collaboration with the WIWC Programming Director, the Programming and Membership Coordinator is responsible for the development and delivery of the Centre's affordable courses and programs. The Programming and Membership coordinator also supports the Centre's members by ensuring membership policies, newsletters and databases are implemented and up to date.

KEY RESPONSIBILITIES

Program Development

- Collaborate with the Programming Director to ensure that all program targets and deliverables are completed for each session.
- Develop and organize in-person and online course schedules (fall, winter, and spring sessions).
- Collaborate with programming committee on course preparation for upcoming sessions.
- Participate in research and development of new course ideas based on needs of members and the community at large.
- Suggest program improvement based on effective information gathering, analysis and communication.
- Liaise with potential new instructors and maintain an ongoing instructor list.
- Set-up registration and course information using Amilia and Access systems.
- Create and distribute course registration information to members.
- Work collaboratively with internal team to set-up course schedules, registration processes and resolve registration issues.
- Respond to inquiries regarding courses or general information in a timely manner.
- Provide course KPI's and statistics as requested.
- Develop and update class set-up templates and attendance list for instructors.
- Set-up zoom meeting links for online classes for each session.
- Maintain and update instructor manuals for all instructor/facilitators.
- Develop and assist in executing marketing campaign ideas for courses.
- Ensure all equipment for classes are up to date and meet all safety requirements.
- Work collaboratively with Childcare Manager to ensure childcare registration needs are met.
- Work collaboratively with Community Outreach Coordinator to ensure both course programs and community programs are aligned.

Membership and Administration

- Provide front line support and information to members, volunteers, and general public.
- Coordinate and develop communications to members.
- Update the members guide policy book and ensure proper implementation of policies each session.
- Update and maintain information regarding courses or news for members on the WIWC website.
- Provide membership information and statistics as requested.
- Engage and support volunteers as needed for Centre programs.
- Assist in the marketing campaign ideas to draw new members to the Centre.
- Provide support in the organization of events for members.
- Provide support in other related tasks as requested by Executive Director.

QUALIFICATIONS

- Degree in Social Services, Community Development, Administration, or a related field
- 1-3 years experience in program development or project management
- Experience in a non-profit community organization is considered an asset.
- Highly motivated, efficient, adaptable, positive, and energetic profile.
- Establish and maintain good interpersonal relationships.
- Work autonomously and in a team environment.
- Focused and attentive to details.
- Excellent oral and written comprehension skills/expression skills.
- Bilingual (French and English) spoken and written.
- Experience using Amilia registration system or related software.
- Experience using Mailchimp or other communication software is considered an asset.
- Experience using Canva is considered an asset.
- Experience in Microsoft Office (Word, Excel, Access, Power Point), Google docs, WordPress, Zoom videoconferencing.
- Experience using social media platforms.

Working conditions and compensation

- Starting salary \$ 20/hr
- Flexible summer schedule
- Network of women supporting women
- Occasionally required to be available on weekends and/or evenings

Please send your motivation letter and resume to Isabelle Prosnick, Executive Director by email to director@wiwc.ca **before March 31st**.