

MEMBERSHIP SPECIALIST

Regular Full-time Position

Looking for a career opportunity with an established and reputable national organization that makes a real difference in women's health, values its employees and offers a comprehensive total compensation package including a hybrid working from home program?

The Society of Obstetricians and Gynaecologists of Canada (SOGC) ongoing mission is to promote excellence in the practice of obstetrics and gynaecology and to advance the health of women through leadership, advocacy, collaboration, and education.

The SOGC has over 4,000 members, comprised of obstetricians, gynaecologists, family physicians, nurses, midwives, and allied health professionals working in the field of sexual reproductive health.

Since 1944, the SOGC continues to be a leading national and international authority on women's reproductive health and on evidence-based training and education. The SOGC leads the development of 12-17 clinical practice guidelines per year and hosts 3 regional continuing medical education meetings and an Annual Clinical and Scientific Conference. These events attract a diverse group of delegates that include women's health care providers, researchers, educators and policy makers, who have the opportunity to network, learn and share information and ideas. These events also facilitate the identification of critical gaps in the field through needs assessments that inform future curricula and program development.

The SOGC has recently launched its own online e-learning platform, which hosts accredited interactive courses, including virtual communities of practice, for members and non-members around the world.

POSITION DESCRIPTION

This position is designed to provide a focal point for the leadership team in our efforts around engagement and outreach to new and existing members.

Reporting to the Director, Business Development and Membership, the Membership Specialist is the main contact point for members. The Specialist ensures that the SOGC, across its different programs and plans, continues to provide meaningful opportunities for members by remaining responsive and attentive to changing needs and priorities.

KEY RESPONSIBILITIES

- Represent and promote the SOGC to prospective members
- Respond to inquiries about SOGC membership and do necessary follow-up
- Process membership applications & verify proof of status for new members
- Implement strategies to engage the less active members
- Collaborate within department and with the Communications team on member communications as required
- Serve as primary contact point for SOGC members and manage relationships with, and general communications to members, responding to emails & incoming phone calls

- Follow-up with members on a regular basis to stay up-to-date on new developments, new and evolving needs, etc.
- Track and assess member participation in different SOGC events
- Design, collect and assess data through periodic member surveys
- Implement strategies to retain and increase membership
- Coordinate annual renewals and new membership packages
- Ensure smooth system of membership renewal is in place
- Coordinate and manage all requests pertaining to the membership renewal
- Assist in curation of member portal for ongoing member engagement
- Provide administrative support as required
- Perform other duties as required by Director

QUALIFICATIONS, EXPERIENCE AND KEY SKILLS

- College Diploma or University Degree
- **Fluently Bilingual (English/French) is ESSENTIAL**
- Minimum of 2 years' relevant work experience
- Experience with iMIS member management or any other similar software
- Proven track record working under pressure and handling multiple priorities
- Exceptional customer service skills
- Superior writing and editing skills
- The ability to make decisions and resolve problems independently
- Attention to detail, high standards and an eye for accuracy
- The ability to maintain strict confidentiality of member and organization information
- Familiarity with non-profit and membership best practices, tools and techniques
- Ability to work both independently and in a team-oriented, collaborative environment
- Excellent organizational, management and coordination skills
- Proficient Microsoft Office user (Outlook, Word, PowerPoint) with advanced Excel skills

ADDITIONAL REQUIREMENTS

- Ability to travel, when required, for the purpose of representing the organization, including, but not limited to, tradeshow, conventions or conferences
- Previous experience in a professional medical association an asset

Please clearly demonstrate how you meet the requirements of the position in your application/cover letter.

The SOGC is an equal opportunity employer and encourages all qualified applicants to apply. SOGC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Should you be interested in this position, please submit your cover letter and resumé to careers@sogc.com.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.