

## JOB POSTING Coordinator - Member Services

Do you want to contribute to the promotion of circus arts? **En Piste, National Circus Arts Alliance**, is currently looking for a **Member Services Coordinator**. We are seeking a friendly, dynamic, and professional individual to ensure a high-quality welcome for our members and provide administrative support to the Executive Director of the alliance. This person will play a key role in ensuring the quality of the services offered.

### Your challenges :

- Act as a key player in the central team of employees;
- Respond to phone calls, emails, and correspondence for the organization;
- Provide information regarding membership, insurance, and discounts to members;
- Provide information on events, training and workshop activities, as well as any other requests;
- Distribute member requests, according to their nature, to your colleagues handling the files and managing the activities;
- Document the most common queries and recommend actions to improve the membership experience;
- Stay informed about the progress of each department and keep aware of any changes in services, files, and ongoing projects;
- Assist management in carrying out various administrative tasks;
- Keep the organization's database up to date.

### We look forward to meeting you if you have:

- A Vocational Studies Diploma (DEP) or a Collegial Studies Attestation (AEC) in secretarial work or administration, or any other relevant professional training along with a minimum of 2 years of experience in a similar position;
- At least 5 years of experience in the cultural and/or non-profit sector;
- Proficiency in both French and English, both orally and in writing;

**1450**

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- Proficiency in Microsoft Office suite (Word, Excel, Outlook, etc.) and Airtable databases;
- Demonstrated autonomy, leadership, initiative, and attention to detail;
- Strong organizational and prioritization skills;
- A proven ability to work effectively in a team.

**What we offer:**

- A full-time position, in a hybrid mode, for a duration of one year with the possibility of renewal;
- Joining a dynamic small team;
- A pleasant and friendly work environment, located downtown;
- Compensation based on your experience in the cultural sector;
- Paid time off during the holiday season;
- Group insurance after 6 months.

Any interested individuals must send a cover letter and resume to [coralie@lessmaq.ca](mailto:coralie@lessmaq.ca) **before Friday, September 6, at 5 p.m.**

Interviews will take place on **September 10 and 11, 2024.**

**Start date:** Immediately

**The Alliance upholds parity, equity, and diversity within its organization.** We encourage individuals from all backgrounds to apply if they believe they possess the skills, knowledge, and abilities sought for this position.

Only shortlisted candidates will be contacted.

**About En Piste**

**En Piste, the National Circus Arts Alliance**, is the only umbrella organization for circus arts professionals and organizations in Canada. It works to create conditions favorable to the development of the circus arts. The artists, artisans, cultural workers, and organizations it represents work in all areas of the sector, from training to creation, production, promotion, and social circus.