



National Golf Course Owners Association Canada
Association nationale des propriétaires de terrains de golf du Canada

Looking to join a dynamic team? The National Golf Course Owners Association Canada is hiring!

Membership and Events Coordinator

The National Golf Course Owners Association Canada (NGCOA Canada) is seeking a full-time **Membership and Events Coordinator** to join our team. This position will report to the Director of Member Services.

The ideal candidate possesses strong communications and interpersonal skills, is a self-motivator, creative thinker, extremely well organized and possesses the discipline and skills necessary to support various projects and departments. The position provides expert support to the Director of Member Services on all administration relating to member services and to the COO on logistical elements for the annual conference, various meetings and special events. Excellent communications skills are a must; bilingualism is an asset.

PRIMARY RESPONSIBILITIES

Member Services Administration:

- Support Director of Member Services and Chapter Regional Directors on membership matters
- Manage membership renewal and onboarding process/logistics
- Manage golf course data in CRM
- Respond to member enquiries / member outreach where and when needed
- Manage and print all print and online member material / handouts

Special Events Administration:

- Manage delegate registration for various events including the Annual Conference and Multi-Course Operators' Summit
- Provide logistical support for various events including:
- Contribute to event promotion and branding for Golf Business Canada Conference & Trade Show and Multi Course Operators' Summit
- Liaise with and manage event photographer

Member Programs: Take A Kid To The Course and Get Golf Ready

- Develop and execute annual marketing plan for both initiatives
- Manage golf course participation / member outreach / distribution of marketing materials
- Work with corporate department on sponsorship execution
- Point person for member or public inquiries
- Manage project specific website

Regional Director Administration Support:

- Assist regional directors where and when needed
- Other duties as assigned

EXPERIENCE

Qualified candidates will have;

- Post-secondary education preferably in event/hotel management or business or related experience in working in a membership type organization
- Strong customer service & interpersonal skills
- Collaborative work ethic
- Ability to handle multiple projects simultaneously
- Excellent communications skills (written & oral)
- Excellent organizational skills
- Excellent project management skills
- Experience in working with CRM software an asset
- Experience working with Filemaker an asset
- Advanced computer skills in MS Office applications, in particular MS Word, MS Excel, MS Outlook
- Bilingualism an asset

The pay range is commensurate with level of skill and experience.

NO PHONE CALLS PLEASE. ONLY THOSE CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED

If this position matches your expertise and interests, please submit your resume by email by **September 13, 2019** to:

Nathalie Lavallée, Chief Operating Officer, NGCOA Canada
email: nlavallee@ngcoa.ca



National Golf Course Owners Association Canada
Association nationale des propriétaires de terrains de golf du Canada

Detailed Job Description Membership & Events Coordinator

JOB TITLE:

Membership & Event Coordinator

REPORT TO: Director, Member Services

LENGTH OF EMPLOYMENT:

Full time position

LOCATION:

NGCOA Canada National Office, 515 Legget Drive, Suite 810, Ottawa, ON K2K 3G4

MAIN DUTIES AND RESPONSIBILITIES:

Membership and Events Coordinator reports to the Director of Member Services. This position's key role is to manage the administration of the membership department, manage the registration process for delegates at various NGCOA Canada events as well as assist in the coordination of events. Project-specific position responsibilities include:

MEMBER SERVICES ADMINISTRATION:

- Support Director of Member Services and Chapter Regional Directors on membership matters
- Manage membership renewal process
- Manage the onboarding of new members
- Manage golf course data in CRM
- Respond to member inquiries
- Member outreach where and when needed
- Prepare Future Member Kits for Director of Member Services and Chapter Regional Directors
- Manage and print all member material / handouts
- Work closely with Director of Communications ensuring all hard copy and online member material is up to date at all times

SPECIAL EVENTS ADMINISTRATION:

- Manage the delegate registration for the Golf Business Canada Conference & Trade Show and Multi-Course Operators' Summit
- Provide support in the preparation of pre and post event materials for the Golf Business Canada Conference & Trade Show and Multi-Course Operators' Summit
- Manage delegate communication for Golf Business Canada Conference & Trade Show and Multi Course Operators' Summit
- Manage the transportation for the Golf Business Canada Conference & Trade Show, Multi-Course Operators Summit and Board and staff meetings
- Research, organize and manage the Spousal Program for the Golf Business Canada Conference & Trade Show
- Provide speaker support for Golf Business Canada Conference & Trade Show and Multi Course Operators' Summit
- Provide operations and logistics event support for the Golf Business Canada Conference & Trade Show
- Provide on-site event support for the Golf Business Canada Conference & Trade Show
- Contribute to event promotion and branding for Golf Business Canada Conference & Trade Show and Multi Course Operators' Summit
- Liaise with and manage event photographer
- Prepare Banquet Event Orders for the Multi Course Operators' Summit, Board and staff meetings
- Manage the conference app for Golf Business Canada Conference & Trade Show
- Analyze effectiveness of events and make recommendation improvements to management

MEMBER PROGRAMS: TAKE A KID TO THE COURSE NAD GET GOLF READY

- Manage golf course participation / member outreach
- Register courses online and in CRM
- Develop and execute annual marketing and communications plan
- Contribute to the event promotion and branding
- Work closely with graphic designer and project manager in developing the marketing collateral material
- Work with the Business Development department on sponsorship execution
- Point person for member or public inquiries
- Manage distribution of marketing kit to all participating golf courses
- Under the direction of the Communications Manager, manage project specific website

REGIONAL DIRECTOR ADMINISTRATION SUPPORT:

- Assist Chapter Regional Directors where and when needed

PUBLIC RELATIONS

- Professionally represent the NGCOA Canada at all times including relations with the NGCOA Canada membership, non-NGCOA Canada golf operators, other golf associations, suppliers, golfers and government agencies.

Other duties as assigned