

COORDINATOR – OPERATIONS SUPPORT

Do you enjoy working in an environment where your organizational talents, sense of initiative and interpersonal skills make you the “go-to” person everyone relies on? Does the prospect of a fast-paced environment and a host of rewarding challenges appeal to you?

CFA Montréal is currently looking to fill the position of **Coordinator – Operations Support**. The selected candidate will contribute to the organization’s success by helping senior management, the board of directors and various board committees work toward strategic objectives. The Coordinator will perform a variety of administrative and logistical tasks related to operations, material resources management and supplier relations. Embracing a commitment to delivering a superior client experience with a maximum of efficiency, the Coordinator will provide administrative support to the board of directors, senior management, committees and other members of the team. This position reports directly to the General Manager.

RESPONSIBILITIES

ADMINISTRATION

- Provide administrative support to CFA Montréal’s senior management, board of directors and committees.
- Help with the planning and execution of projects and events spearheaded by the association.
- Liaise with the CFA Institute with regard to administrative matters.
- Assist the General Manager in the planning and coordination of board meetings: prepare and distribute documents, take notes and draft minutes.
- Provide assistance to board committees by coordinating meeting logistics (send invitations, book rooms/caterers, distribute documents, etc.).
- Maintain the association’s register and methodically update with administrative documentation such as internal policies, by-laws, the directors’ handbook and board meeting minutes.
- Serve as the secretary at meetings upon request and draft the corresponding minutes.
- Oversee the layout and content of presentations and various documents.

OFFICE MANAGEMENT

- Manage the organization’s contact database and CRM modules for various business purposes (members, candidates, volunteers, employees, partners).
- Manage electronic tools, systems and applications used for operations support.
- Develop and regularly update paper and electronic filing systems to facilitate information access and retrieval.
- Devise and regularly update the association’s operations calendar.
- Support the General Manager in analyzing the association’s needs, issuing requests for tenders and maintaining ties with various service providers (IT, telecommunications, office space, accountants, auditors, insurers, etc.).
- Compile invoices, receipts, reports and other supporting documents for external accountants.
- Manage office materials and replenish supplies as necessary; ensure all hardware, equipment and systems are working properly (telephone/computer system, website, connections, etc.) and perform various office duties related to correspondence, courier service, supplies, etc.

MEMBER SERVICES

- Serve as the organization’s first point of contact.
- Respond to telephone, web and email inquiries; ensure follow-up or forward to the appropriate individuals as necessary.
- Enter and activate new members in the database.

- Carry out administrative tasks related to annual volunteer recruiting activities and update the database accordingly.
- Coordinate the job postings service.

REQUIREMENTS

PROFILE

- College diploma in administrative, automation or office management, or equivalent experience.
- Five years of experience in a similar position.
- Fluency in written and spoken French and English.
- Proficiency in Microsoft Office (Word, Excel and PowerPoint).
- Demonstrated project management experience.
- Practical knowledge of social media platforms (Facebook, Twitter, LinkedIn, YouTube, Instagram), Zoom, MailChimp, SurveyMonkey and Salesforce, an asset.

SKILLS

- Able to carry out tasks with a minimum of supervision.
- Self-motivated and highly organized.
- Able to multitask and deal with various levels of stakeholders.
- Keen interest in keeping data up to date and organized.
- Strong sense of initiative and a solutions-based approach.
- Demonstrable people skills.
- Focus on customer/partner service and satisfaction.
- Creative and innovation-minded.

WORKING CONDITIONS

- Permanent, full-time.
- Hybrid working arrangements (*based at home with occasional in-office days*).
- 37.5 hours a week, Monday to Friday, 8:30 a.m. to 5:00 p.m. (*occasional work outside these hours for events*).
- Compensation and benefits competitive with other associations.

ABOUT US

With nearly 3,000 members and more than 2,500 candidates, CFA Montréal is the 10th largest chapter among 150 CFA® societies worldwide. Founded in 1950, the association is part of the CFA Institute's global network, which currently brings together over 150,000 experts in investment from 148 countries. CFA Montréal is a leader in the investment profession. It contributes actively to the growth and vitality of the financial ecosystem in Montreal by promoting best practices and CFA® principles of ethics among members, clients and employers alike. CFA Montréal is also strongly committed to the advancement of women's careers in investment.

**Please email your application to the following address
no later than 5 p.m. on October 20th, 2020:**

Nomis-Solutions@hotmail.com

Although all applications will be carefully reviewed, only those candidates selected for an interview will be contacted.
Thank you for your interest in CFA Montréal