



Canadian Housing and Renewal Association

A Home for the Housing Sector

Membership & Program Coordinator

The purpose of the Canadian Housing and Renewal Association (CHRA) is to strengthen the community housing sector for the benefit of all through advocacy, research, partnership and member services.

CHRA is guided by a set of core beliefs. These beliefs define who we are and how we work:

- Everyone has the human right to safe, quality, and affordable housing
- Safe, quality and affordable housing is critical for all people to achieve success and reach their full potential
- CHRA is committed to Reconciliation with Indigenous peoples and views housing as a core component of Reconciliation
- Governments have a critical role to play in providing access to safe, quality, affordable housing
- CHRA's strength comes from its members and all members have a voice
- Collaboration and partnership with key stakeholders are central to CHRA's future success

CHRA's Membership & Program Coordinator will support our goal to increase the number of members and to consistently demonstrate the value of CHRA to all members. They will manage CHRA's membership database and coordinate membership onboarding, annual renewals and membership enquiries.

The Membership & Program Coordinator will be responsible for the day-to-day operations and coordination of our programs (including but not limited to the Housing Professionals Mentorship Program, CHRA National Congress on Housing and Homelessness, and CHRA's monthly webinar series).

We are looking for someone with strong oral and written communications skills, a high-level of attention to detail, exceptional administration and organizational skills, the ability to engage with external stakeholders, and create a rapport with members, program participants and staff.

Membership & Program Coordinator

Reports to: Director of Programs, Partnerships & Events

Hours: 5 days (35 hours) per week (4 days/week available if preferred)

Starting salary: \$47,030 **Maximum salary:** \$64,665

Benefits: Total 40 days of paid annual leave (3 weeks discretionary vacation, Fridays off in July & August, plus 2 discretionary flex days, 15 holiday days – including the week of Christmas to New Years), 12 days paid sick leave, additional 5% of salary as RRSP contribution, extended health benefits

Location: CHRA offers a hybrid work environment, with the possibility of work-from-home mixed with periodic work from downtown Ottawa, and a requirement to attend live events in-person from time-to-time

Responsibilities

Support membership by:

- Developing and implementing member retention and recruitment strategies
- Processing new member applications and preparing welcome materials
- Coordinating the annual membership renewal process
- Updating and maintaining the membership database

Coordinate programs by:

- Managing applications and registrations for programs and events
- Liaising with speakers and presenters
- Organizing and assisting in promoting member affinity programs
- Providing onsite support at events, and managing platforms for online events

Support CHRA governance by:

- preparing meeting material and minutes for board meetings, both in-person and online
- arranging logistics for meetings, including scheduling, hotel, travel, AV, food, beverage, and meeting room bookings
- assist with Board of Directors election process and the Annual General Meeting

Assist the CHRA staff team by

- Providing support as needed, including general administrative functions
- Responding to general inquiries, and act as back-up for social media and communications
- Performing other tasks as requested Director of Programs, Partnerships & Events, or by the Executive Director

Qualifications

Required:

- Excellent written and oral communication skills, problem solving skills and the ability to work independently or in a group
- Bilingualism in English and French
- Proficiency with Microsoft Office Suite

Additional assets:

- Diploma in Business Administration, Communications, or similar field of study
- Experience in the community housing sector
- Experience with Customer Relations Management (CRM) software

CHRA is committed to diversity, equity and Reconciliation. Priority will be given to applicants from Indigenous, Black and other racialized backgrounds, as well as candidates with personal experiences of poverty or social housing.

How to apply

Please submit your resume and detailed cover letter to info@chra-achru.ca before 5pm (Eastern) February 20th, 2023. Interviews will be held in early March.