

JOB SPECIFICATION

Title: Manager, Membership & Community Engagement, FEX Southwestern Ontario

Reports to: Regional Manager, Ontario

Status: Part Time (25 – 30 hours/week)/Semi-Flexible

The **Family Enterprise Xchange (FEX)** is a new national not-for-profit organization created to empower enterprising families and their advisors with a unique blend of shared wisdom, experience and knowledge so they can succeed and flourish across the generations. With chapters across Canada, FEX offers a variety of education, programing and support forums including peer advisory groups, educational workshops, seminars, webinars, conferences and online resources.

POSITION SUMMARY:

The Membership & Community Engagement Manager, FEX Southwestern Ontario has the primary responsibility for day-to-day operation and growth of the local chapter working in close collaboration with the Chapter Advisory Board and national head office staff.

KEY RESPONSIBILTIES:

- Manage the membership development process (prospecting, recruitment, fulfilment, retention) as well as membership relations, service & support.
- Create, source, and maintain a strong lead/prospect list and execute on sales activities and process.
- Meet specific member acquisition targets, as provided by the Regional Manager.
- Deliver highest standard FEX membership experience, membership value and member satisfaction through local & national programs and events.
- Coordinate local communications (email, newsletters, promotion, social media, website) with support from head office staff to proactively communicate the FEX value proposition to the Southwestern business community.
- Support the development and implementation of the chapter's annual plan and budget in collaboration with the Chapter Advisory Board and the Regional Manager.
- Serve as the voice and representative of the FEX in the designated chapter area and act as the liaison between head office and the Chapter Advisory Board.
- Provide Chapter Advisory Board and chapter committees with support, advice and guidance and assist in- ongoing board and committee recruitment, training and development.
- Provide general administrative support for the chapter in collaboration with head office staff including providing timely operational reports and information to head office staff.
- Other duties as required and as may be assigned by the Regional Manager, Director, Membership and/or CEO & President.



REQUIREMENTS:

The successful candidate will be an enthusiastic, highly organized, and adaptable self-starter comfortable working independently and in a small team environment that brings a professional approach to all job responsibilities. Contractor must provide home office and basic office equipment. In addition, the candidate must have:

- Minimum 5+ years relevant experience
- Post-secondary education, preferably in business administration/program management
- Experience in sales and business development, program, and event management
- Strong time and project management skills and attention to detail
- Highly professional with a customer service orientation and excellent written and verbal communication skills
- Proficiency with MS Office Suite, database management, and web-based applications
- Valid drivers license and access to a vehicle

Please respond via email with cover letter and CV, attention Emma O'Dwyer, Regional Manager, Ontario info@family-enterprise-xchange.com

Thank you in advance for your interest. Only qualified applicants will be contacted, please no phone/email inquiries.