

Job Description

Title: Administrative Coordinator, Advisor Programs

Reports to: National Director, Advisor Programs

Status: Full-time permanent

Location: Oakville, ON (Hybrid)

Family businesses are a significant driver of economic growth in Canada and the world. The future health of our economy is dependent on the strength and success of the family enterprise community.

Family Enterprise Canada is a non-profit, membership organisation which supports and provides a unified voice to this vital sector, while offering enterprising families and designated Family Enterprise Advisors (FEAs) the opportunity to be a part of a dynamic, thriving community.

| Position Summary

Family Enterprise Canada is also the home of the world class FEA Program and FEA designation. This executive education program helps advisors such as lawyers, accountants, wealth managers, insurance consultants augment their technical skills and expertise in advising Business Families.

We are looking for a highly motivated **Advisor Programs Administrative Coordinator** to coordinate the logistics of the FEA Program and the FEA designation as well as support the FEA Team with new initiatives related to the continued growth, development, and improvement of the FEA Program and community.

| Who We're Looking For

This is an exceptional opportunity to join a growing team and a dynamic community of education and advisor professionals with plenty of room for growth and career advancement.

Our **Advisor Programs Administrative Coordinator** must be comfortable working collaboratively in a small team and have a desire to succeed and grow with this organisation. They must be enthusiastic, energetic, highly organized, detail-oriented with a 'Can-Do' attitude.

| Key Responsibilities

The position will include the following key responsibilities but not be limited to:

- Setting up and operating virtual meetings (e.g., Zoom) for online program delivery including:
 - Setting up online meetings, creating polls and recording sessions
 - Providing technical support to instructors and participants during delivery of online program courses and events
 - Updating breakout and chat instructions for online courses

- Assisting in coordinating travel arrangements, venue bookings, hotel reservations, and catering in multiple cities across Canada
- Coordinating the shipping and delivery of program materials including:
 - Maintaining inventory of program materials and ordering supplies
 - Coordinating the delivery of materials required by vendors
 - Shipping course materials to venues for in-person programs and events (e.g., name tags, tent cards, handouts)
 - Shipping course materials to FEA candidates
 - Creating certificates of completion
- Tracking, monitoring, and following up on continuing education credits for FEA designates
- Supporting in-person program delivery and events, as needed
- Providing general administrative support and taking on project work, as required

| Experience Required

- Post-secondary education, preferably in business administration or comparable experience
- Minimum 5-10 years administrative experience
- Excellent written and verbal communications skills
- Excellent customer service skills
- Proficiency in virtual meeting platforms such as Zoom
- Proficient in Microsoft Office Suites
- Experience with CRM or AMS systems a plus
- French Language skills, an asset.

We support and provide a flexible work environment with the opportunity to work remotely, however the successful candidate must also be available and willing to work in-person at the Oakville, ON office and to support occasional in-person program delivery and events as needed. Please submit resume & cover letter, stating your salary expectations to: fea@familyenterprise.ca.