



## **QWF is Hiring: Membership Services Coordinator**

### **About The Quebec Writers' Federation (QWF)**

QWF is a vibrant and inclusive community organization that develops, supports, and promotes those writing in English in Quebec. For more comprehensive information, visit [www.qwf.org](http://www.qwf.org).

### **About the Position**

Working under the supervision of QWF's Executive Director, the Membership Services Coordinator will be responsible for ensuring that members of the QWF community receive information, support, and services in alignment with the vision, goals, and objectives of the organization. The Coordinator will also support the work of the Executive Director and collaborate with the Communications Coordinator on special projects. Some research and writing may be involved. The Coordinator will be responsible for the following tasks:

### **Membership Services**

- Maintain membership and donor database using the Salesforce platform
- Communicate with prospective, new, renewing, and inactive members on a day-to-day basis
- Provide front-line assistance with membership registration and renewal, workshop registration, and donor support, including payment processing & database maintenance
- Review and update membership systems and materials (welcome letters, reminder emails, etc.)
- Set membership targets in collaboration with QWF's Executive Director
- Develop and implement initiatives to improve membership engagement and retention.
- Develop and implement outreach initiatives to groups that are underrepresented in QWF's membership.
- Compile quarterly and annual membership and donation reports using the Salesforce platform
- Prepare Submittable forms for contests and competitions
- Oversee the QWF Facebook Community Group and volunteer membership committee

### **Events and Special Projects (requires some weekend and evening hours)**

- Planning and coordinating annual mentorship reading event
- Book, attend, and provide support for member events (live or online, using Zoom)
- Coordinate volunteers for events as needed

- Help with set up and take down of event
- Compile post-event reports

### **General Administration**

- Answer phones, handle mail and general email inquiries.
- Prepare and deliver bank deposits
- Code invoices, CanadaHelps, Stripe, and PayPal payments for bookkeeper
- Prepare cheques for mailout and file invoices
- Send out contracts to workshop leaders, mentors, jurors, etc.

### **Working Conditions**

This is a permanent, full-time position of 35 hours per week, with some evening and weekend events. For the duration of the pandemic, the Membership Services Coordinator will work remotely. Once normal activity resumes, the position will be primarily based in the QWF office.

### **Qualifications**

Because we are a writers' organization, this position requires the ability to write, edit, and proofread your own documents for accuracy and correct spelling, grammar, and punctuation. In addition, the position requires confidentiality and ability to handle sensitive issues with tact.

### **Required:**

- Excellent English, spoken and written
- Functional spoken French
- Good command of basic arithmetic skills
- Excellent computer skills (some experience with Adobe, Excel, Mailchimp; experience with Salesforce or a comparable database platform is essential)
- Excellent interpersonal skills
- Ability to work autonomously and on teams

### **Additional desirable skills**

- Familiarity with the English-language literary community of Quebec
- Familiarity with Wordpress and Submittable

**Deadline for applications:** February 28, 2021

**Salary range:** \$30,000 to \$33,000

**Start date:** March 8, 2021

### **How to Apply**

Please email the following documents to [admin@qwf.org](mailto:admin@qwf.org):

- Cover letter in Word or PDF format
- CV/Resume in Word or PDF format

**Be sure to tell us about your knowledge of Salesforce or other software platform for data management and reporting.**

*QWF is an equal opportunity employer and actively seeks to maximize diversity in its staff, part-time employees, membership and direction. We seek applications from all qualified*

*individuals and encourage applicants from members of the Government of Canada's employment equity groups (i.e., women, Aboriginal peoples, persons with disabilities, and visible minorities) to self-identify if they are comfortable doing so. The QWF office is in the Atwater Library and Computer Centre, which has recently been equipped with an outdoor ramp and an elevator, and there is a wheelchair-accessible, gender-neutral bathroom on the same level as the office.*

QWF appreciates all interest in the position; however, due to time constraints, only those selected for interviews will be contacted.