

Company: Fletcher Wright Associates Inc.

Position: Association Coordinator/Receptionist (ACR)

Job Location: Mississauga, Ontario

Job Type: Permanent Full-time

Start Date of Employment: ASAP

Starting Salary: \$35,000

**Company Information:**

Fletcher Wright Associates Inc is a small association management company celebrating its 40<sup>th</sup> anniversary this year. The client base ranges from small to mid-size to large not-for-profit membership based organizations in a variety of fields such as occupational health and safety, health care and the meetings industry.

**Job Description:**

**Association Coordinator/Receptionist (ACR)**

The Association Coordinator/Receptionist is the first line of service to clients and guests. As a key member of the team, the ACR must have highly developed interpersonal skills including writing, spelling and grammar, as well as a positive, upbeat attitude. It is critical that the ACR is aware of when a request is beyond their scope and act accordingly. The ACR will provide general support on a daily basis and is expected to be flexible and have the skills to manage competing priorities. The position requires a positive, well organized, enthusiastic professional with excellent administrative skills.

The ability to work independently and solve problems is also essential, as is the ability to work as a team member.

**Primary Responsibilities include:**

- General reception responsibilities including greeting visitors
- Handle incoming telephone calls in a helpful, timely manner on multiple phone lines
- Manage general and specific inquiries
- Handle email inquiries
- Provide membership information when requested
- Develop and implement processes for tracking inquiries to ensure action and follow-up, demonstrate excellent problem solving skills, effectively and efficiently distribute information and materials on request
- Ensure currency of website material for clients
- Provide word processing and formatting of documents, general correspondence, photocopy, fax, print documents and arrange courier deliveries
- Maintain and process membership files as required
- Data input support as required
- Manage confidential files
- Assist with research as requested

- Prepare post event reports

Other key qualifications include:

- Graduate of a business/office administration program
- Minimum one year experience
- Strong communication skills, both written and oral
- Excellent customer service skills
- Excellent organizational skills
- Excellent computer skills
- Ability to communicate in both official languages (English/French) would be an asset

The candidate must be highly organized, detail-oriented and work well in a multi-task environment with a number of team members. The selected candidate will be required to sign a non-disclosure agreement. If you are interested in exploring this challenging and rewarding opportunity, forward your resume by June 15, 2010 to office@fw.ca.

All applications will be treated with discretion and confidentiality.

Only candidates selected for an interview will be contacted. No phone calls please.