



Membership and Administration Coordinator Downtown BIA/ Sparks Street Mall Authority

The Downtown Business Improvement Area (BIA) & Sparks Street Mall Authority represent over two hundred and fifty businesses and property owners in the heart of downtown Ottawa. Our mandate is to create an attractive, vibrant, destination where our members thrive, and that visitors enjoy. Our team focuses on destination, economic, and community development while advocating for the needs of our membership. Downtown Ottawa is home to a unique mix of restaurants, shops, and personal service providers who we support through a variety of organizational initiatives.

Position Summary

Reporting to the Executive Director and collaborating closely with their team members, the successful candidate will coordinate our membership program and provide administrative support to the organization. The Membership and Administrative Coordinator is a key link with our members. They will ensure that the membership program is well-managed, that our financial and governance requirements are achieved, and that our members receive excellent customer service.

Compensation

- Salary \$56,000 to \$62,000 annually based upon experience.
- Comprehensive Health and Dental benefits after three-month probation period
- RRSP contribution plan
- Ongoing training
- Full Time – Permanent

Responsibilities

- Update and maintain membership database system.
- Prepare and distribute membership newsletter using Mailchimp or similar platform.

- Develop and maintain document management systems, working files and department filing system utilizing OneDrive or other systems.
- Coordinate and manage, payables and receivables with the City of Ottawa's finance department.
- Prepare invoices and track payment.
- Work with the Executive Director to ensure all relevant Board and Committee documents are prepared, distributed, actioned, and posted prior to all meetings promptly.
- Maintain, distribute, and post at all Committee and Board records including agendas, minutes, correspondence, attendance, and other pertinent documentation.
- Assist with and lead special projects such as member events and off-site meetings as required, including the Annual General Meetings for the BIA and the Mall Authority
- All general reception and clerical duties
- Other duties as needed to support the Downtown BIA and Sparks Street Mall Authority

Requirements

- Post Secondary degree/diploma and/or related experience in Business Administration, Communications, non-profit organizations, or related field
- Proficient with Microsoft Office 365 or equivalent software
- Intermediate+ proficiency in CRM software platforms
- Willingness to learn and be adaptable in a constantly changing environment.
- Experience providing administrative support in an office setting.
- Excellent organizational and solution generating skills.
- A mindful, initiative-taking collaborator
- Exceptional interpersonal and customer service skills
- Experience with the governance structure of non-profit organizations is an asset.
- Occasional evening and weekend availability

- Outstanding English verbal and written communication Knowledge of French is considered an asset.

To apply, please send resume and cover letter by email to Executive Director, Kevin McHale: kevin@hellodowntown.ca. Include the subject line: “**Membership and Administration Coordinator**”.

Application Deadline - March 19th, 2025.

We thank all applicants for their interest. Only those selected for an interview will be contacted. Applications received will be kept on file for a period of six months and may be referenced for future staffing requirements.

Our organization promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, people with disabilities, Indigenous peoples and persons of all races, ethnic origins, religions, sexual orientations, and gender identities and expressions.

Learn more about the Downtown BIA [here](#)