

In the heart of the city of London, Downtown London! (London Downtown Business Association) is currently seeking a talented membership coordinator to join our team! Reporting to the Manager of Programs and Partnerships, this will be an opportunity to support the growth of downtown's business improvement association (BIA), its members and merchants.

Downtown London's Goals are to create: 1) Create a welcoming and vibrant downtown, 2) Create a diversified economic base, 3) Be a champion, catalyst, and liaison for the downtown and its members, 4) Provide strong member engagement and support.

Vision: Downtown London represents a thriving, progressive, and welcoming district in the heart of the city. The people that own businesses, visit, work, learn, and live in the district are the essence of its vibrancy and diversity.

Mission: To represent and support its members, fostering a strong, thriving downtown in the economic and cultural heart of the City of London.

The successful candidate will have proven customer service, technical and administrative skills. They are friendly, welcoming, outgoing, resourceful and professional with a positive attitude who is capable of dealing with a variety of inquiries and comments from a variety of stakeholders.

Essential Qualifications:

- Post-secondary education - college diploma or degree with 2 plus years experience in public service or a similar role
- Strong interpersonal and active listening skills
- Ability to multi-task with frequent interruptions
- Tactful and ability to maintain confidentiality
- Excellent organizational skills and attention to detail
- Work effectively in a team environment
- Takes initiative and ability to be self-directed
- Good problem-solving skills, resourceful and initiative in handling complaints and requests
- Ability to balance competing priorities in a changing work environment
- Exceptional oral and written communication skills
- Advanced technical and computer skills and proficiency in managing Database Management tools
- Public service experience would be considered an asset
- Knowledge and love of the downtown would be considered an asset

Duties for this position include:

- Stay apprised of new or expanded businesses downtown, ensure they are aware of the services offered by the BIA
- Ensure new and existing member information is updated in the database
- Work with staff to distribute welcome packages, provide member onboarding, distribute Downtown London materials, and support business openings (ribbon cuttings), member events, B2B information sharing and networking, etc.
- Respond to member inquiries, calls and deploy the appropriate Downtown London resources and other City and community resources as needed

- Proactively conduct member visits and collect member feedback/input, distribute member information and materials and provide member support where required
- Conduct member surveys and support their preparation, implementation, tabulation, analysis and creation of reports
- Support an evaluation and report process for membership programming
- Support webinars: registrations, scheduling, technical support for live and recorded webinars, manage break-out rooms; maintain and update content on DTL website
- Scan/research for ongoing third-party programs aligned with members' priorities
- Support office visitation program
- Support creation, implementation, and reporting of Experiential Trails
- Other administrative duties and staff support as required

Additional Information:

Hours 8:30-4:30pm Monday to Friday

14 month contract position with company benefits and the possibility to extend the contract

Please forward all resume's to Vicki Smith, Manager of Operations.

Via email: vicki@downtownlondon.ca.

We thank all applicants for their interest, however only selected candidates will be contacted.