



Member Services Coordinator

Are you looking for a role where you can make a meaningful impact? Make your next opportunity count by joining our team and helping guide and support an industry through an exciting time of digital transformation!

The Centre for Study of Insurance Operations (CSIO) is a national property and casualty insurance group with over 38,000 broker, insurer and vendor members across Canada. We develop innovative technology standards and digital solutions to enhance the consumer's ease of doing business in the broker distribution channel.

Position Summary:

We are looking for an energetic individual who will provide high-quality customer service to all existing and potential members and assist in executing administration and member communication initiatives. This position is a mix of member-facing and office administration responsibilities, with key accountabilities for responding to member inquiries in a timely and efficient manner, managing the billing process and assisting in the planning and execution of various member initiatives and events.

The successful candidate will also support the management team in various administrative functions. The ideal candidate thrives in a dynamic, collaborative, multidisciplinary environment and jumps at the opportunity to take initiative, respond to members, and make valuable contributions to the work of team members.

Key Responsibilities:

- Act as the main point of contact by telephone, email and live chat, providing high-quality customer service for all inquiries related to membership, help desk and other related areas
- Assist in accounting functions using QuickBooks Accounting Software
- Maintain a comprehensive database management system with complete and accurate member data
- Assist in various membership and communication initiatives, including annual renewals, new account requests, technical support, marketing campaigns, etc.
- Coordination and execution of all member events, including conferences, Annual General Meeting, luncheons, etc.; Responsible for making travel arrangements for staff
- Perform office administration functions such as answering calls, managing mail, greeting visitors, etc.
- Provide support to the President and Senior Management
- Manage vendor contracts regarding equipment, supplies, printing services, office equipment maintenance, etc.
- Assist in various HR functions, including managing vacation calendar
- Responsible for the monthly tracking of budget and recording of expenditures; processes bills and issues cheques; Prepares regular or ad hoc status reports.

Qualifications:

- Bachelor's degree in business, communications, public relations or related discipline
- Minimum five years of professional business experience, particularly in the customer service area
- Experience working in the insurance industry
- Proficient using MS Outlook, OneNote, Word, PowerPoint and Excel



- Experience with various accounting functions, including working with QuickBooks Accounting Software
- Excellent administration and organization skills
- Ability to work under the pressure of deadlines when multi-tasking and problem solving
- Possess strong attention to detail and are highly adaptable
- Exceptional interpersonal, written and oral communication skills
- Shows a high level of initiative and a strong sense of ownership
- Highly motivated to work in a fast-paced, team-oriented environment

To apply for this position, please email your cover letter and resume to careers@csio.com.

CSIO is committed to providing reasonable accommodation for people with disabilities. Applicants need to make their needs known in advance.