



Coordinator, Communications & Member Services

Join the Centre for Study of Insurance Operations (CSIO) and help shape the future of digital connectivity across Canada's P&C insurance industry.

CSIO is a national, not-for-profit technology association that enables brokers, insurers, and technology providers to work better together. For more than 40 years, we've advanced the industry through data standards, digital infrastructure, and education – making it easier to exchange information quickly and securely.

Position Summary

We are looking for a proactive, detail-oriented, and collaborative professional to join our team in a multifaceted role that supports member experience, communications, and day-to-day operations.

This position plays a key role in helping the organization deliver a high level of service to its 40,000 members while ensuring programs, events, and internal processes run smoothly.

The successful candidate will act as a point of contact for members, support communications and engagement initiatives, and help manage a range of operational and administrative activities.

This is an ideal role for someone who enjoys variety, takes initiative, and wants to contribute to an organization driving innovation across the insurance industry.

Key Responsibilities

Member Services

- Serve as a primary point of contact for member inquiries
- Support member outreach, renewals, onboarding, and engagement initiatives
- Manage billing processes (invoicing, payments, AR/AP)
- Maintain accurate membership records and databases

Communications and Events

- Support communications that promote CSIO programs, events, and industry initiatives
- Develop communications and materials to support member initiatives, events, digital content, and marketing campaigns
- Help support and promote CSIO webinars and education
- Coordinate event logistics, registration, vendors, and communications for industry and member events

Operations Support

- Coordinate vendor payments, contracts, and expense tracking
- Support budget tracking and reporting
- Manage vendor relationships and service providers
- Coordinate travel and logistics for meetings and conferences
- Maintain administrative systems and records
- Provide general office support (calls, mail, visitors, etc.)

What You Bring

- University degree or college diploma in business, communications, or a related field
- 4–5 years of experience in communications, administration, customer service, or event coordination
- Strong organizational and project management skills
- Excellent written and verbal communication abilities
- Ability to manage multiple priorities and deadlines in a fast-paced environment
- High attention to detail and problem-solving skills
- Proficiency in Microsoft Office (Word, PowerPoint, Excel, Outlook)
- Experience with accounting tools such as QuickBooks is an asset
- Insurance industry experience and/or bilingualism (English and French) are assets

Who You Are

- Highly organized and detail-oriented
- Service-oriented and responsive to member needs
- Comfortable balancing operational work with communications projects
- Proactive and collaborative
- Motivated to grow your career in communications

Compensation and Benefits

In addition to a competitive compensation package, this role includes an annual performance bonus, comprehensive health and wellness benefits, and the flexibility of a hybrid work model (two days per week in our downtown Toronto office and three days remote).

Apply

If you're looking to grow your career while contributing to meaningful industry change, we'd love to hear from you. Submit your resume and cover letter to careers@csio.com.

CSIO is committed to accessibility and inclusion. Accommodations are available upon request.