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**Membership Processor**

**POSITION DESCRIPTION AND JOB DUTIES:**

**We are looking for a team player who works well as a team yet independently as well. This is an office position with work from home options part-time. To be discussed. Please send your resume to the Executive Director** **petra@cmbaontario.ca** **with salary expectations.**

**POSITION PURPOSE:**

* To provide assistance and information to Members and prospective members of the Independent Mortgage Brokers Association of Ontario, operating as the Canadian Mortgage Brokers Association – Ontario (CMBA Ontario);
* To provide administrative assistance to CMBA Ontario’s Executive Director, Marketing and Communications Specialist and Events Co-ordinator as needed;
* To maintain membership, event and educational records;
* Undertake general office duties including but not limited to the ordering of supplies, coordination of resources and distribution membership certificates and fulfill orders for manuals.
* Other duties as required

**DUTIES AND RESPONSIBILITIES:**

* Assist with increasing membership in CMBA Ontario by working in cooperation with the Executive Director, Marketing and Communications Specialist and the Event Co-ordinator with their respective duties and responsibilities;
* Send out renewals and reminders or membership coming due;
* Run multiple reports within membership platform
* Must be comfortable making telephone calls to Members and prospective members;
* Able to discuss with Members how important it is to renew their membership and obtain renewals;
* Answer telephone and email enquiries regarding CMBA Ontario’s programmes and services and ensure that Members and prospective members receive timely and accurate information about CMBA Ontario;
* Create and maintain membership records including but not limited to initial membership records, updates to member records, membership payments, etc.;
* Create and send out digital membership certificates, and related items;
* Maintain various calendars (in-house and online) for CMBA Ontario events including educational courses;
* As needed, attend various events and assist the attendee registration and event operations;
* General office duties including but not limited to ordering office supplies;
* Other duties as assigned.

**COMPETENCIES AND REQUIRED SKILLS:**

* Excellent communication and writing skills.
* Excellent telephone manner.
* Highly organized and detail oriented.
* Adaptable and able to undertake assigned duties independently.
* Sound judgment and discretion.
* PC skills; Microsoft Office applications a must! (Excel, Word, PowerPoint, Outlook);
* Some travel may be required outside of the GTA for overnight events (pandemic pending)

**EDUCATION AND EXPERIENCE:**

* Post secondary education or equivalent education and experience;
* Clerical or office support experience, preferably within a customer service environment;
* Some knowledge of the mortgage brokerage environment would be helpful.