



About OCSA

The Ontario Community Support Association (OCSA) is a trusted voice for Ontario's community health and support services sector. We support our members through advocacy, education, and collaboration—strengthening community-based care across the province.

About the Role

OCSA is seeking a full time **Membership Coordinator** to be the primary point of contact for our members, vendors, and conference exhibitors. This role is central to building strong relationships, supporting engagement, and ensuring a positive member experience from onboarding through renewal.

The Membership Coordinator manages day-to-day membership operations, supports outreach and recruitment, coordinates vendor and trade show activities, and assists with events and financial administration. If you're highly organized, relationship-driven, and passionate about community health, this role offers an opportunity to make a meaningful impact.

Key Responsibilities

Member Engagement & Support

- Serve as the primary contact for member inquiries, providing timely and professional support
- Build strong relationships with member organizations and help them understand the value of OCSA membership
- Support onboarding of new members, including welcome materials and orientation sessions
- Track member needs and emerging issues, sharing insights with senior staff

Membership Administration & CRM

- Maintain accurate membership records in the CRM, including renewals and status updates

- Prepare membership reports as requested
- Assist with invoicing and follow up on outstanding membership dues
- Collaborate with the Communications team on member communications

Outreach & Recruitment

- Identify and research prospective members and stakeholder organizations
- Support outreach initiatives and materials in collaboration with Communications
- Track and report on outreach results and conversion rates
- Follow up with leads and support re-engagement of lapsed members

Events & Member Communications

- Support planning and delivery of webinars, the annual conference, and AGM
- Respond to member and stakeholder inquiries related to OCSA programs and services

Vendor Program & Trade Show

- Manage vendor applications, records, renewals, and communications
- Coordinate logistics for the annual conference trade show, including exhibitor registration, booth assignments, materials, and onsite support
- Serve as the primary contact for exhibitors and track key metrics and feedback
- Recommend improvements to enhance the exhibitor experience

Qualifications & Experience

Required

- Post-secondary education in communications, business administration, nonprofit management, or a related field
- 1–3 years' experience in membership services, community engagement, or program coordination (nonprofit experience preferred)
- Strong customer service, communication, and relationship-building skills
- Excellent administrative and organizational skills
- Experience using CRM systems and Microsoft Office (Word, Excel, Outlook)
- Ability to manage multiple priorities independently and as part of a small team
- Access to reliable transportation and the ability to commute within 3 hrs of the Greater Toronto Area

Assets

- Experience coordinating events, vendor programs, or trade shows
- Basic financial administration experience
- Familiarity with Ontario's home and community care sector
- Comfort with public speaking or small-group presentations

- Flexibility to work occasional evenings or weekends for events

Why Join OCSA?

- Meaningful work supporting Ontario's community health sector
- Collaborative and mission-driven team environment
- Opportunities to contribute to province-wide impact and sector engagement
- Employer paid benefits, RRSP matching program, paid personal days, paid sick leave, professional development opportunities, and paid fitness credits.

Equity & Accommodation

OCSA is an equal opportunity employer and is committed to building an inclusive, accessible workplace. We welcome applications from all qualified candidates. Accommodations are available throughout the recruitment and selection process; please let us know if you require accommodation at any stage.

How To Apply:

Please submit your resume by email to resumes@ocsa.on.ca