

**Job Posting:**  
**Membership Assistant**

**Duration:** 9 weeks

**Start and End Dates:** January 29 – March 30, 2018

**Wage:** 15.00 per hour, 35 hours per week

**Language(s) of work:** Intermediate to excellent oral and written English and basic (working knowledge of) oral and written French

**Location:** Montreal, Quebec

**About ELAN**

[ELAN \(English Language Arts Network\)](#) is a non-profit organization devoted to helping Quebec's English-language artists connect with one another, with their francophone colleagues, and with audiences in Quebec, Canada, and internationally. Our members include artists and organizations representing many artistic disciplines and regions of Quebec. ELAN encourages an evolving Quebec identity that celebrates social, cultural, and artistic diversity.

**Job Description**

ELAN is searching for a Membership Assistant for a nine-week period. This position will provide valuable experience for candidates considering a career in arts and cultural administration, marketing, and communications, especially in the not-for-profit sector.

With the supervision of the Program Manager and Membership Services Coordinator, the Membership Assistant will help ELAN staff strengthen our member engagement and retention activities; develop and improve member services to better respond to the needs of Quebec artists; and improve services and outreach to artists who experience marginalization.

The Membership Assistant will have the following duties:

- Communicate with new, renewing, and inactive members, updating materials (welcome letters, reminder emails, etc.) as necessary
- Assist in membership database maintenance and problem-solving
- Assist in monitoring membership statistics through monthly reports
- Work with ELAN staff to improve membership engagement and retention
- Research improvements to membership structure and services
- Assist in developing and implementing membership recruitment strategies as part of ELAN's projects
- Assist Board and staff in conducting outreach to underrepresented groups

The Assistant will also collaborate with ELAN staff on ongoing marketing and membership outreach campaigns, through digital communications (social media, website, email) and other channels. Research, writing, and communication through email, by phone, in person, and online will be involved.

**Eligible Candidates**

This position is funded by the Government of Canada through Young Canada Works (YCW) in Both Official Languages. You must meet program criteria to be eligible for this position.

You are eligible if you:

- are a Canadian citizen or a permanent resident, or have refugee status in Canada (non-Canadians holding temporary work visas or awaiting permanent status are not eligible);
- are legally entitled to work in Canada;
- will be between 16 and 30 years of age at the start of employment;
- are willing to commit to the full duration of the work assignment;
- will not have another full-time job (over 30 hours a week) during the Young Canada Works (YCW) work assignment;
- **have been a full-time high school, college, CEGEP or university student (as defined by their educational institution) in the Fall 2017 semester;**
- **intend to return to full-time studies in the Fall 2018 semester;**
- have a working knowledge of both English and French

Candidates must be approved by Young Canada Works before hiring is confirmed. For more information, visit <https://young-canada-works.canada.ca/>

### **Necessary Qualifications**

- Candidate should be pursuing a post-secondary university, CEGEP or college degree in arts and cultural management, arts administration, general or fine arts, communications, social sciences, marketing, or business
- Intermediate to excellent spoken and written English, and a working knowledge of French
- Excellent interpersonal communication and teamwork skills
- Good organizational skills, attention to detail, and ability to multi-task
- Resourceful, with creative problem-solving skills, and the capacity to work autonomously
- Familiarity with Microsoft Office suite (Excel, Word) and email programs (Thunderbird)

### **Desired Qualifications**

- Knowledge of Mailchimp, WordPress, and databases/CRM (customer relations management) software
- Experience with website design and digital communications
- Experience with membership outreach and development in the non-profit sector
- Knowledge of or proven interest in arts and culture or Quebec communities

ELAN encourages candidates to highlight additional qualifications, including non-traditional skills and experience.

### **Accessibility**

Unfortunately ELAN is not located in a fully accessible building. There is a wide doorway at the front entrance, and five steps in the lobby leading to the elevators. There is a cement ramp at the back entrance which leads to the elevators. There are wheelchair-accessible washrooms on the floor below ELAN's office. For further information, call 514 935 3312 or email [admin@quebec-elan.org](mailto:admin@quebec-elan.org).

### **How to Apply**

**Apply ASAP.**

Please email the following materials to Amy Macdonald (Program Manager) at [admin@quebec-elan.org](mailto:admin@quebec-elan.org):

- **CV/Resume** in **Word or PDF** format
- **Cover letter** in **Word or PDF** format
  - In your cover letter, please detail your interest in the position, and highlight your qualifications as they relate to the position.

**If you have any questions about your candidacy, or if you would like assistance, please call 514 935 3312 or email [admin@quebec-elan.org](mailto:admin@quebec-elan.org).**

*ELAN is an equal opportunity employer and values diversity in its workforce, encouraging applications from all qualified individuals. We strongly encourage applications from members of the Government of Canada's job equity groups (i.e. persons with disabilities, visible minorities, Aboriginal peoples, and newcomers to Canada), and from all groups who experience marginalization. We encourage applicants to self-identify in their cover letter if they are comfortable doing so.*