

Job Title: Member Services Representative			
Reports to:	Manager, Membership Growth and Engagement	Location:	955 Green Valley Cres, Ottawa, Ontario K2C 3V4
Supports:	CPA National and Components (Divisions, Assemblies and Branches)	Last Updated:	June 2019

Overview

The Canadian Physiotherapy Association (CPA) represents 15,000 physiotherapists, physiotherapist assistants and physiotherapist students across Canada. In partnership with provincial and territorial branches and practice divisions, CPA enables members to learn, share knowledge and enhance practice. CPA provides resources, education, ideas and advocacy to enable our professional community to better serve Canadians.

Under the direction of the Manager, Membership Growth and Engagement, the Member Services Representative is responsible for providing helpful, informative and timely responses, in both English and French, to inquiries from CPA members, components and the public on the phone, in person and in writing. In addition to a member-focused customer service role, the Member Services Representative position includes ad hoc support on related initiatives such as recruitment campaigns, generating reports and office administration.

Responsibilities

- Respond to verbal and written inquiries about all aspects of CPA membership
- Triage incoming messages to the Association inbox responding appropriately and/or forwarding communications and requests to the appropriate internal resource
- Manage substantial amounts of inbound and outbound calls in a timely manner
- Become an internal expert on the CPA's membership management and reporting tools and provide services related to generating reports, troubleshooting membership data issues, and working directly with suppliers to ensure CPA has accurate, timely data related to membership
- Contribute to the development of, and execute the use of, communications scripts to ensure consistent messaging and support to all members related to both membership and other internal initiatives such as member benefits, insurance and events
- Obtain a thorough understanding of the benefits, products, and services offered by the CPA and be comfortable discussing and answering questions related to those member services
- Support the CPA across various other functions as capacity allows; this may include leading student recruitment initiatives, supporting projects or campaigns and/or other project related support functions as needed
- Provide administrative support such as distributing incoming mail, management of the internal telephone system
- May be required to undertake additional job duties as required

Essential Skills

- 2-3 years of relevant and progressive administrative/customer relations experience in a service role or not for profit
- Fluently bilingual (English/French) is essential
- Experience using a VOIP telephone system
- Experience with CRM and/or account management tools
- Ability to handle multiple priorities and work effectively in a fast-paced environment
- Solution-oriented and comfortable troubleshooting problems on the fly
- Cool, calm, and collected both by email and on the phone
- Able to communicate clearly and effectively and deescalate situations in a customer service role
- Excellent working knowledge of personal computer software including MS Office products
- Member-first mindset, willing to go the extra mile to ensure that the member feels valued, heard and supported
- Relentless focus on exceptional customer service for members and components

Working Conditions:

- May be required to work outside office hours (evenings and weekends)
- May be required to work longer hours in accordance with the Employment Standards Act

To Apply

Email your resume and cover letter to Megan Labonte <HR@physiotherapy.ca> no later than 12pm ET on June 21, 2019. Please note: this job is bilingual essential. Selected candidates will be required to undertake English and French language testing both written and verbal. The CPA thanks everyone for their interest but will only respond to applicants selected for an interview.