



Last Updated: December 2024

## Job Title

# National Association Administrator

## Impact Statement

The Association team provides the link between the Association membership and its elected representatives the Board of Directors, as well as with Médecins Sans Frontières (MSF) Canada employees, the volunteers who support MSF Canada's associative activities, and the associations of other MSF sections. Its role is to cultivate a strong, vibrant, and well-informed membership, that is willing and able to assume its responsibilities, including electing the Board of Directors, meaningfully participating in the Annual General Assembly, and engaging in key debates surrounding MSF's humanitarian activities, all with the view of providing ongoing guidance to MSF Canada and the movement. The work of the team aims to encourage, support, and organize the Association to carry out two critical roles: the governance of the organization and sustaining associative life in Canada.

The National Association Administrator will support the Association & Board team to maximize productivity and effectiveness and achieve annual priorities. They will play an important role in ensuring a well-informed Association membership through providing excellent and accessible internal communications and by encouraging engagement and participation in associative events. The role will also play an important role in supporting the development of specific Associative programs like the Speaker's Bureau and Friends of MSF. They may be asked to take on special projects such as: supporting the annual plan process, team group trainings; and other projects as may arise. They must be diplomatic, service- and results-oriented, with an eye for detail, with excellent writing and communication skills and a demonstrated capacity to effectively organize and prioritize workflow in a fast-paced environment.

## Key Responsibilities

- Ensuring accessibility of communications to all audiences, including inclusive language, appropriate language and translation, clarity, and other support to the overall Association communications strategy
- Provide administrative support for the membership and the Association team
- Ensure timely and accurate communications reach all platforms for various Associative audiences
- Support organization of Association events in all stages of the event set up through review and follow up actions

## Job-Specific Competencies

### Communications and website

- Support the implementation of the Association's internal communication strategy in both English and French
- Support the Engagement Coordinator in maintaining the Association's internal website; this includes creating events, uploading job postings, and updating resources and information as needed.
- Post information as directed in closed official Associative social media groups and the website
- Coordinate the production of the quarterly electronic newsletter in English and French
- Coordinate the creation and dissemination of the bi-weekly newsletter

- Assist in the creation of weekly messages on specific topics, such as events, governance topics, board/office updates, and other information relevant to the Association in English and French
- Coordinate the editing and translation of documents and articles (English to French, French to English)
- Where appropriate, provide support to the regional groups with the use of the communication tools (such as the website mass mailer, regional email accounts, and social media platforms) and diffusion of information
- Support with data compilation (including polls and survey results and digital marketing data (e.g. click rates, open rates, etc.) where necessary)

### **Membership Management**

- Communicate with members about their membership status and fees
- Create member accounts, invite association members to pay/renew membership dues and update the database and membership lists accordingly
- Send welcome emails to new Association members and those who have recently returned from assignment
- Send monthly lists of returned fieldworkers to the regional group coordinators

### **Speakers Bureau**

- Respond to event organizers who are requesting an MSF speaker
- Direct speaking requests to the corresponding regional associative group
- Assist the regional associative groups in finding, maintaining, and engaging a healthy pool of speakers (Association member or other), and match suitable speakers to specific events as necessary
- Follow-up after events with the speaker & organizer about the experience and produce a summary page of outcomes/reflections
- Maintain the speakers request database (Excel) by logging received requests and recording their outcomes from the regional reports
- Assist in preparation of statistics and information for the Association's bi-annual reports (6 month, 12 month)
- Maintain the Speaker's Bureau resource section on the Association website
- Support the development and implementation of an Outreach Strategy

### **Friends of MSF**

- Assist in the preparation of the Annual meeting with Presidents of the Friends of MSF groups and take minutes, if applicable
- Assist in administering the closed Facebook group for Friends of MSF Executives (or other tools as identified)
- Communicate information about MSF activities via the closed Facebook group for Friends of MSF executives and publicize Friends of MSF activities via a newly created Instagram channel.
- Prepare certificates of recognition for departing Friends of MSF Executive members

### **Event and Logistics Support**

- Provide administrative and logistic support in the organization of the AGA and surrounding events including supporting with registration, travel, accommodation, and payments
- Event logistical support including catering, registration packs, meeting materials, and social event tasks
- Support with the preparation of associative meetings and events (may include setting up meeting invitations, minute taking, recording support, etc.)

### **MSF Transversal Core Competencies**

- **Commitment to MSF Principles; Level 1:** Demonstrates knowledge of and accepts MSF's principles
- **Cross-cultural Awareness; Level 2:** Recognises and respects different points of view
- **Planning and Organising; Level 1:** Organises work, organizes their working day
- **Initiative and Innovation; Level 1:** Identifies opportunities and problems

## Knowledge and Experience

- Experience working with MS Office applications, internet and e-mail programs
- Experience working with/updating social media platforms, WYSIWYG website development (light aesthetic updates)
- Experience keeping databases up to date
- Experience sharing mass email communication tools
- Experience in customer service and support, or in administrative roles
- Experience translating communications from French to English and English to French
- Demonstrated experience creating communications for internal stakeholders
- Comfortable supporting members of the public in navigating Association and Membership-based inquiries
- Ability to demonstrate initiative and work independently
- Knowledge of, interest in, and commitment to humanitarianism

## Education, Certifications, and Languages

- Fluency in spoken and written English
- Fluency in spoken and written French

## Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time), some weekends and evenings may be required
- Hybrid work model (40% in MSF Canada office and up to 60% work from home)
- Office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Domestic travel 5%

## Job Information

**Position Level:** Individual contributor

**Department:** Association

**Position Status:** Permanent

**Activity Rate:** 100%, 37.5 hours/week

**Location:** Montreal or Toronto

**Salary Grade:** Level 11 on the MSF Canada Salary Grid, \$53,100 per year

**Status:** Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

**Benefits:** Starting 4 weeks' vacation/year, flexible work hours, Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no employee contribution required), annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.

## Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in

employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.