

Membership & Insurance Manager (part-time)

Applications received by Friday, February 2, 2018 at noon will receive full consideration, but the review process will continue until the position is filled.

The Alberta Association of Midwives (AAM) is the professional body representing midwives and the practice of midwifery in the province of Alberta. Registered midwives deliver professional, safe, cost effective and high quality maternity care. The AAM educates the public about the benefits of midwifery care and supports the growing number of registered midwives. There are over 100 midwives registered in Alberta attending approximately 5% of the births each year. Midwives have been regulated by the government since 1994 and publicly funded since 2009.

The AAM currently has an opening for a dynamic membership & insurance manager to cover a fixed term 12 month parental leave. The incumbent will be responsible for working with and continuously improving the established organizational infrastructure and administrative tasks associated with membership and insurance. This will encompass improving member services and managing membership programs, including our liability insurance program. If you are energetic with a strong service orientation, you may be the person we are seeking.

Job Duties and Responsibilities

Reporting functionally to the Chief Executive Officer and operationally to the Membership, Insurance & Continuing Education Committee, you will support our strategic objective of improving member experience:

Insurance & Membership

- Support our growing membership by administering their enrollment, payment, and orientation to the Association.
- Spearhead insurance operations by ensuring accurate enrollment, payment, record keeping, and maintaining a strong relationship with our insurance provider.
- Manage and grow a membership database to maintain accurate and up to date records of membership information; prepare monthly reports.
- Develop and improve processes and procedures to ensure timely delivery of renewal notices, and collection of fees. Coordinate, edit and disseminate regular member communications via e-newsletter including writing parts thereof. Update and maintain the members' only website.
- Develop and administer additional member benefit programs including our Member Assistance Program.

General

- Co-organize Membership, Insurance & Continuing Education Committee meetings by working with the Continuing Education Coordinator and the Committee Chair to schedule meetings, develop the agenda, facilitate the meeting, produce and distribute minutes. Ensure matters requiring Board decisions are brought to the Board.
- Develop and monitor a specific budget for managing the liability insurance program, and any other member programs.
- Develop and maintain strong member relations, including addressing member queries in a timely and professional manner.
- Such other duties as may be assigned by the CEO or Committee from time to time.

Qualifications and Experience

- 5+ years of program design, implementation and administration experience required.
- Experience supporting senior leaders in a demanding work environment.
- Demonstrated professionalism and discretion working with highly confidential information.
- Can-do attitude; proactive and solution oriented, looking for ways to add value.
- Well organized, multi-tasker, respond quickly, prioritize work, with strong attention to detail.
- Must be a self-starter and able to work with little or no supervision.
- Ability to effectively communicate and collaborate with a diverse range of people and functions distributed across the province.
- Excellent interpersonal, verbal and written communication skills.
- Advanced computer skills.
- Proven success in a professional association or non-profit setting is an asset.

Key Core Competencies

- **Technical Skills:** Demonstrates technical competence and knowledge in program design, implementation, administration, and evaluation.
- **Initiative:** Confidently and competently coordinates to ensure accurate and timely distribution of information, maintenance of accurate and complete records, seamless co-ordination of events.
- **Teamwork:** Builds team capacity by being innovative and by continuously improving processes; works with the staff and Board to ensure high performance.

This is a **12 month, fixed term, 4 days per week position** based in our Calgary office. We are a growing organization so the position may be extended. There is an expectation that you will flex your time to accommodate the Insurance & Risk Management Committee meetings, and plan holidays around high volume times of year, periods of contract negotiations and scheduled activities.

Applications received by Friday, February 2 at noon will receive full consideration, but the review process will continue until the position is filled. Please send cover letter, resume and salary expectation by email to ceo@abmidwives.ca. The Alberta Association of Midwives is an equal opportunity employer. Selection will be made without regard to race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.