



Canadian Association
for Global Health
Association canadienne
pour la santé mondiale

Canadian Association for Global Health

The Canadian Association for Global Health (CAGH) brings together a vibrant global health community working to create a healthier and more equitable world. CAGH is a member-based not-for-profit organization whose action on health equity and the social determinants of health in Canada and worldwide is rooted in collaborative research, learning, advocacy, policy, and practice. CAGH is the outcome of the 2021 amalgamation of the Canadian Society for International Health (CSIH) and the Canadian Coalition for Global Health Research (CCGHR) and builds on our more than 60 years of combined history, leadership, and action. CAGH is governed by a Board of Directors, elected by the CAGH membership.

CAGH also houses the Secretariat for Health Systems Global - a Society with a diverse global membership that connects the health systems research, policy, and practice communities toward health system development. HSG is governed by a Board of Directors, elected by the HSG membership.

CAGH seeks a Membership and Operations Manager to lead the Association's membership recruitment, engagement, retention and renewal activities and initiatives. The Membership and Operations Manager is responsible for managing and growing the organization's membership program and developing key operational systems and processes. The position requires a detail-oriented individual who can prioritize tasks, manage multiple projects simultaneously, and work collaboratively with staff and members.

Job Description

Position Title:	Membership and Operations Manager
Reporting To:	Executive Director, CAGH
Location:	Remote (Eastern Time Zone)
Level of Effort:	80% (equivalent to 4 days/week with flexible hours)
Salary Range:	\$64,500 – \$74,100 (pro-rated)

Duties and Responsibilities

Membership Recruitment, Engagement and Retention

- Develop, coordinate, and implement individual membership recruitment and retention plans.
- Develop, coordinate, and implement institutional membership offerings, recruitment, and retention plans.
- Track and report membership evaluation metrics.
- Cultivate relationships with members, learn about their priorities for participation in CAGH and develop related initiatives (e.g., annual member survey, member portal).

- Coordinate the development and support of member-driven activities (e.g., Working Group on Climate Change and Health) and member-focused special projects (e.g., Global Health Research Directory, volunteer portal).
- Coordinate with the University Advisory Council (UAC) and member-driven working groups to ensure the most current resources and information are available on the CAGH website.
- Develop membership focused communication materials in collaboration with the Communications Manager.

University Advisory Council (UAC)

- In collaboration with UAC co-chairs, manage the academic institutional renewal process.
- Support UAC co-chairs to plan and implement their annual fall workshop and coordinate key activities.
- Engage with UAC liaisons and identify inter-university collaboration opportunities.

Operations

- Refine, develop, and implement organization wide operational systems and processes.
- Support the ED and Board of Directors to develop and implement the strategic plan and operational plans.
- Update key human resource policy documents and tools (e.g., personnel manual, performance reviews)
- Oversee new employee onboarding process in collaboration with hiring managers.
- Recruit students, interns, volunteers, as required.
- Supervise junior staff, students, interns, and volunteers, as required.

Other

- Participate in CAGH management responsibilities.
- Any other duties, as requested by the ED.

Qualifications

- University degree or college diploma in a related field (non-profit management, business administration, global/public health, etc.) or equivalent experience.
- 3-5 years of experience in membership management, including in developing and implementing membership growth and retention strategies. Experience in volunteer management and non-profit operations is an asset.
- Strong project management skills with experience coordinating multiple projects simultaneously.
- Excellent communication skills, both written and verbal, with the ability to communicate effectively with diverse stakeholders.
- Proficient in MS Office Suite. Knowledge of Wild Apricot is an asset.
- Ability to work independently as part of a team, with a commitment to meeting deadlines and achieving results.
- Excellent written, oral and comprehension skills in English. Fluency in French is an asset.
- Eligible to work in Canada.

Application Instructions

The deadline for applications is March 26, 2023. Please send your CV and cover letter as one PDF or Word document to info@cagh-acsm.org with the subject line, “CAGH Job Posting – Membership and Operations Manager”. We thank all those who apply, however, only those selected for an interview will be contacted.

CAGH is committed to diversity and equity around the globe and in our workplace. All our work is led by the following core values: Respect; Integrity; Diversity, Equity and Inclusion; and Excellence. We welcome applications from: women, First Nations, Métis and Inuit persons, persons with disabilities, racialized persons, persons of minority sexual orientation or gender identity, and others who may contribute to diversification and share our values. If you are invited to continue the selection process, please notify us as soon as possible of any adaptive measures you might require.