



Title of Position: Member Relations Representative
Hiring Manager: Deputy Director, Member Relations
Recruiter: Support Functions Generalist, Human Resources
Date Posted: March 16, 2011
Send Application to: hr@utchinese.org

UTChinese Magazine is a leading not-for-profit Chinese student organization in Canada. Founded in Summer 2006 and based at the University of Toronto, our Mission is “to build the best platform for students to interact and to express themselves in relation to ideas, arts and culture, as well as to create the best value for their lives, their academic endeavors and their future careers”.

We are searching for enthusiastic, energetic, bold and decisive team players as Member Relations Representatives to our Member Relations function of Public Relations Department. The objective of this exciting and rewarding role is to establish and maintain good relationships with our over 600 life-time members. The estimated work load is eight (8) hours per week.

Main Responsibilities

- Participate in the operation of UTChinese Membership Program, serving over 600 members
- Participate in the operation of UTChinese Mentorship Program, serving near 100 mentees
- Respond to enquiries from members in a timely manner with high service level
- Work closely with Marketing Department to promote UTChinese Membership, publications and events to members via mailing lists and/or phone calls
- Collect not-for-profit advertisements from members for publishing on *WhoCares?* magazines and/or Member e-Newsletters
- Participate in *ad hoc* requests supporting departmental and organizational activities

Requirements

- Detail-oriented self-starter with the ability to work independently and be proactive
- Proficiency in written and spoken Chinese (Mandarin)
- Solid verbal and written communication skills
- Strong interpersonal, time management and organizational skills
- Respect of diverse cultures and values
- Demonstrated ability to manage confidentiality
- Proficiency in English is an asset
- Experience in marketing is an asset