

ICBA Membership Services Administrative Assistant

Opportunity

ICBA members are amazing. They are incredible, growing companies that are literally building British Columbia. From small owner-operator operations to some of B.C.'s largest companies, they have diverse needs: benefit plans, advocacy, training, apprenticeship management, and more.

For almost 50 years, the Independent Contractors and Businesses Association has been the voice of B.C.'s construction industry. Today, ICBA represents more than 4,000+ members and clients, and is the single largest sponsor of trades apprentices in the province.

Role Summary

ICBA is a member-based organization, whose strength depends on the degree of engagement of its members. Our capacity to be responsive to member interests and needs is key to our continued relevance and effectiveness.

As a Membership Services Administrative Assistant for ICBA, based in our Surrey, B.C. Head Office, you will work alongside ICBA's workforce development and member services teams to ensure the efficient and effective functioning of ICBA's member programs, services, and events.

The best person for this role is someone with a strong client-service background combined with exceptional administrative skills. ICBA has a lot of moving parts, so you'll need to be a quick learner.

RESPONSIBILITIES

Training and Apprenticeship

- Administrative support
- Learner support and administration
- Apprentice support and administration

Member Services

- Administrative support
- Member support and administration
- Event support and administration

QUALIFICATIONS

- At least 2 years of experience in client care, membership services or training coordinator roles
- Highly organized and self-motivated
- Strong office and administrative skills
- Proficient with MS Office Suite, including Word, Excel, Outlook
- Familiarity with Moodle or other Learning Management Systems a plus
- Able to input and verify a high volume of information quickly and accurately
- Capable, self-motivated, able to work well alone and as part of a team
- Strong communicator, tactful, flexible, works well with others
- Able to prioritize and multi-task in a fast-paced environment

ICBA has a lot of moving parts, so you'll need to be a quick learner. Our members are the lifeblood of ICBA. We want someone who understands and values that. If that's you, please apply – we're looking forward to having you on our team.

Additional Comments

- Growth-oriented office with many opportunities to learn and develop new skills.
- This role reports to the Director of Training.
- ICBA offers a progressive training, benefits and compensation package.
- This role is full-time, based out of our head office in Surrey.
- Flexibility will be necessary, as some member engagement initiatives occur outside of regular business hours.