



## **Account Coordinator**

**[www.redstoneagency.ca](http://www.redstoneagency.ca) | [www.redstoneevents.com](http://www.redstoneevents.com)**

**Redstone Agency is looking for an administrative expert who is task oriented, deadline driven and able to juggle multiple priorities to join our team of association management experts in an Account Coordinator role.**

### ***Who we are:***

Redstone is made up of dedicated, intelligent, and hard-working individuals. We are tech-savvy, digital-obsessed Millennials who are striving to make a positive IMPACT in the nonprofit association industry. We believe in establishing and maintaining TRUST with our team members and clients. We strive to achieve 'the best possible', rejecting what is 'simply acceptable' in our mission to go the EXTRA MILE in everything we do.

At Redstone, we recognize that an organization's success is completely dependent on the PEOPLE within it; that's why we choose to only work with the very best.

### ***What we do:***

We are association management and event experts. Our mission is to drive growth in our clients' organizations and make a positive impact in the communities they serve.

Our nonprofit client's passion is our passion. We work with volunteers to ensure smooth day-to-day operations while identifying areas growth and improvement. The Accounts Team prides itself on building strong, lasting relationships. We collaborate across client teams and departments to ensure that we provide the best possible service. Our clients trust us to manage all aspects of their associations and often come to us with new initiatives to pursue.

### ***Redstone Life:***

Our office is located in midtown Toronto, however due to COVID-19 our team is working remotely for the foreseeable future. We're a boutique agency with a growing team, which means you will have a lot of responsibility, you'll be challenged daily, and you'll work side-by-side with the senior leadership as you learn and grow within our company. We're steps from some of Toronto's best fashion stores and restaurants but we also provide snacks daily. We have a progressive hours policy – you work when you are most productive and we understand the need to have a work-life blend, because we have that need too. We believe in professional development and attending industry events and we invest in our people and their education.

### ***Who you are:***

- You are aligned with Redstone's mission and our core values
- You have 1-3 years of relevant experience in project coordination, account management, administrative functions and/or event planning (business events including meetings and conferences)
- A university or college degree is required; a Business or Communications degree is an asset
- Agency and Association Management Company (AMC) experience is an asset
- You have the ability to juggle priorities and adapt in a busy changing office environment, managing multiple projects at once, and adhering to strict deadlines
- You have excellent people management skills and are able to assess complications and difficulties and swiftly deal with them to ensure client satisfaction
- You have strong interpersonal skills, integrity and professionalism
- You have the ability to work effectively in a team environment or independently
- You have excellent verbal and written communication skills, and pay strong attention to detail
- You are proficient with MS Word, Excel, PowerPoint and Outlook
- You have the ability to work outside of regular work hours as required (not frequently required)
- French is an asset



### ***What you'll do:***

As an essential part of the Accounts team, you will act as the frontline ambassador for 2-4 of our nonprofit clients. You will juggle diverse responsibilities while learning about new industries and growing your skillset. Redstone's clients use our services for everything from general inquiries to complete organizational overhauls. This broad spectrum of work provides a great deal of exposure to many more professional development opportunities than you will find at most standalone organizations.

### **Account coordinators are responsible for:**

- Managing the daily needs of a varied portfolio of clients
- Building strong, friendly relationships with clients and their stakeholders
- Supporting volunteer committees and Boards of Directors
- Liaising with account managers and other team members to effectively manage projects
- Managing general communication needs (email campaigns, social media posts, website updates) as directed by committees and account leads
- Supporting strategic planning, reporting and assorted one-off projects as needed
- Learning new tools and best practices to improve personal job performance and client efficiency on an ongoing basis

### **Client support & project management may include (but not limited to):**

- Act as a point of contact for client needs, taking initiative in all cases
- Work closely with client teams and other contacts (internal and external)
- Board/committee meeting planning, minute taking and follow-up on actions items
- Manage or support various client projects including marketing and communications initiatives, membership registration drives and more; coordinating to ensure on-time and accurate delivery
- Coordinate development and design of printed materials with graphic design team
- Prepare and deliver weekly/monthly reporting to clients and management as needed
- Maintain up-to-date databases (sponsorship, attendee, membership, etc.)
- Coordinate occasional marketing initiatives including website updates, social media posting/planning, content creation and more.
- During high volume periods, support with onsite event execution for the events team may be required
- Completion of other tasks essential to the successful delivery of scope and/or at Managements' request

### ***Application Instructions:***

Please email your resume and cover letter to Ryenn Cadesky at [hr@redstoneagency.ca](mailto:hr@redstoneagency.ca) with the role you are applying for in the subject line.

Due to the volume of applications, only successful applicants will be contacted with next steps.