



Account Coordinator

www.redstoneagency.ca | www.redstoneevents.com

Who we are:

Redstone is made up of dedicated, intelligent, and hard-working individuals. We are a tech-savvy, digital-obsessed, and a Millennial-run agency striving to make a positive IMPACT on the event and association industry. We believe in establishing and maintaining TRUST with our team members and our 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. As a team, we work hard, are client-focused, and like to have fun. Enhancing our culture and the employee experience is a top priority at Redstone, so we value career growth and development by investing in you.

What we do:

We are an agency focused on delivering outsourced professional services to professional and trade associations. These services include membership management (retention and acquisition), board of director support, committee administration, sponsorship management, financial management, marketing, social and communications services, digital and hybrid event management, in-person event management, and so much more!

Our mission is to drive growth in our clients' organizations, make a positive impact in their communities, and make the volunteer experience enjoyable for everyone we work with. Customer service is our passion.

Redstone Life:

Our office is located in midtown Toronto, with a flexible approach to hybrid and remote work, depending on the requirements of your role. We're a full-service boutique agency with a growing team, which means you will work hard, 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 have a flexible 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.

Who you are:

- You are aligned with Redstone's mission and our core values – please check them out!
- You have a university or college degree in Business, Communications, NFP Management or another related field
- You have 1-3 years of relevant experience in not-for-profit management, project coordination, administrative functions and/or event planning (business events including meetings and conferences)
- 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 are a self-starter and take initiative, work without supervision, and begin projects independently (even while working in a virtual team environment)
- You have strong interpersonal skills, integrity and professionalism
- You see changes in direction as opportunities, not roadblocks
- You have excellent verbal and written communication skills, and pay strong attention to detail
- You are proficient with MS Word, Excel, PowerPoint and Outlook
- Providing excellent customer service is important to you
- You have the ability to work outside of regular work hours as required (not frequently required)

Considered an asset:

- Experience working at an Agency, and/or the Events and Association Management industry



- Experience with Association Management Software (AMS)
- Bilingual in English / French

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.

Our association clients range from industries such as real estate, property, law, post-secondary education, healthcare, city planning, and sponsorship marketing, just to name a few.

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):

- Customer satisfaction, and acting 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

Why Choose Us?

Work for a rapidly growing, culture-based company allows each employee the freedom to work and provide creative input. That alone has been an enticing offer for our team, allowing each of our members to expand and strengthen their skills and network. Here are just a few more reasons to work at Redstone:

- Health, Drug and Dental Insurance
- Employer paid Group Life Insurance
- Paid Company holiday between Christmas and New Years
- Paid sick days and personal days
- Flexible working hours (ensuring meeting client expectations and team check-ins) and Summer hours
- Become fulfilled in work that matters in supporting the growth and business needs of non-profit organizations
- Opportunities to attend in-person and virtual conferences, workshops, industry accreditation and certifications for personal and professional growth through the company



- Travel opportunities to work at our events alongside our talented event staff
- Company events and team engagement initiatives to enhance the remote working culture
 - Team lunches (in and out of the office), step challenges, happy hours, game nights, holiday and summer parties, charity participation, and more!

Application Instructions:

Please email your resume and cover letter to Ryenn Cadesky at 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.