



## **Account Manager, Associations**

**[www.redstoneagency.ca](http://www.redstoneagency.ca) | [www.redstoneevents.com](http://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 5+ years of experience in not-for-profit management, working at an association management company, working at a professional or trade association or account management within an agency
- You have some knowledge of accounting principles, specifically understanding financial reporting and budgeting processes, and have experience working with annual budgets
- You can listen to multiple ideas and differing opinions from stakeholders and are able to create a business strategy or streamline processes that best support the association's needs
- You can juggle priorities and adapt in a busy changing office environment, managing multiple projects at once, and adhering to strict deadlines
- You have strong interpersonal skills, integrity and professionalism
- You have excellent verbal and written communication skills, organizational skills, time management, and must be detail and process oriented to be successful in this role
- You have exceptional people management skills and can assess complications and difficulties and deal with them swiftly to ensure client satisfaction
- Providing excellent customer service is important to you



- You can work outside of regular work hours as required

#### **Considered an asset:**

- Experience working at an Agency, and/or the Events and Association Management industry
- Comfortable fostering relationships on behalf of the Company, attending industry conferences tradeshows, and meeting with clients either in-person or via telephone/video call
- Experience in contributing to strategic decision-making at executive-level
- Bilingual in English / French

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

As an Account Manager, you will manage the association portfolio for 2-5 nonprofit clients alongside a team of 1-4 account coordinators who will report into you. This individual must have an in-depth understanding of the association industry, bylaws, providing board of director support, stakeholder management, and thought leadership for each client. Redstone's clients use our services for everything from general inquiries to complete organizational overhauls. 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.

#### **Association Management**

- Customer satisfaction, and acting a point of contact for client needs
- Managing the high-level and daily needs of a varied portfolio of clients
- Building strong, trusting relationships with clients and their stakeholders and managing volunteers
- Responsible for the growth and development of direct reports and supporting their learning and career advancement
- Managing or supporting various client projects including marketing and communications initiatives, membership registration drives and more; coordinating to ensure on-time and accurate delivery
- Preparing and delivering weekly/monthly reporting to clients and management as needed
- Maintaining up-to-date databases (sponsorship, attendee, membership, etc.)
- Stepping in to support challenging situations if they arise, and keeping Director apprised on progress, challenges, etc.
- Lead and manage general communication needs, email campaigns and website updates
- Board/committee meeting planning, minute-taking and follow-up on actions items
- Ongoing learning of new tools, software, and best practices to improve personal job performance and client efficiency on an ongoing basis
- Completion of other tasks essential to the successful delivery of scope and/or at Managements' request

#### **Executive Director Services**

This position may also involve assignment to 1-2 client portfolios (as part of the accounts you are responsible for above, not in addition to) to lead at an executive level, with a team of direct reports. Some executive-level services include:

- Developing and executing project plans, including delegation, overseeing and ensuring accountability on delivering
- Annual planning, including budget development and management, and assisting with governance and or business development
- Confidently and accurately supporting leadership of boards in governance proceedings, and presenting reports to the board on behalf of Redstone/client team

#### ***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 by 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](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.