

Job Title: Operations Coordinator**Company Overview:**

The Canadian Association of Consulting Energy Advisors (CACEA) is the national voice for Energy Advisors (EA) across Canada. We support and represent professionals who assess and improve the energy efficiency, sustainability, and comfort of new and existing homes — advancing high-performance building through training, credentialing, and advocacy in partnership with all levels of government, and the residential construction sector.

Position Overview:

CACEA is seeking an Operations Coordinator to provide day-to-day operational leadership across membership, communications, events, and project delivery. Reporting directly to the Executive Director, this role oversees the full membership lifecycle, leads external communications and social media strategy, and coordinates event, project, and proposal work — working closely with the Administrative Coordinator to ensure consistent, high-quality execution across the association. This is a full-scope role suited to an organized, self-directed professional with strong administrative, communications, and stakeholder-management skills who is comfortable both executing hands-on work and overseeing processes end-to-end. Training will be provided.

Responsibilities and Duties:**Membership Oversight**

- Manage the end-to-end membership process, including onboarding, renewals, invoicing, and database maintenance.
- Welcome new members with a phone call as part of the onboarding process.
- Respond to member inquiries in a timely and professional manner.
- Maintain accurate and up-to-date membership records in the association management system.
- Support the development and implementation of strategies to attract, retain, and engage members in collaboration with the Executive Director, Board of Directors, membership, and marketing committees.
- Work with the Administrative Coordinator to ensure membership reports, statistics, and renewal summaries are prepared for review by the Board of Directors.
- Oversee membership communications including newsletters, e-blasts, emails, and social media content.
- Work with the Administrative Coordinator and oversee the tracking and verification of members' annual requirements to ensure full compliance.
- Coordinate and oversee the Master Energy Advisor applications and maintenance.
- Coordinate and oversee the Mentoring and Coaching Program including but not limited to program marketing, mentoring pairing, kick off meeting requirements, committee participation and follow up tasks.
- Oversee the affinity partners program, ensuring discount requirements are updated annually and members are informed of updates in a timely fashion.
- Under the direction of the Executive Director, monitor the delivery of the annual strategic initiatives and help as required.

Communications and Outreach

- Oversee the distribution of the association's monthly newsletter, e-blasts, and emails communications.
- Conduct outreach to stakeholders and partners, providing relevant updates, materials, and information as needed.
- Oversee updates to the CACEA website as required.

- Prepare and manage CACEA's social media engagement.
- With guidance from the Executive Director assist with writing website copy and updates
- Develop social media content and graphics.
- Respond to emails such as general inquiries, membership and events.
- Track engagement metrics (open rates, click-through, reach, follower growth).
- Assist with the development and execution of media and public relations strategies
- Oversee the development, distribution and analysis of surveys.
- Ensure consistent messaging and branding across all materials per CACEA's brand standards and style guide.

Operations & Administrative Support

- Provide general operational oversight and support to the Executive Director, Technical Liaison Director, and Board including scheduling, correspondence, and documentation.
- Assist with bookkeeping and financial administration tasks as required including but not limited to sending invoices, monitoring subscriptions, updating accounts payables and accounts receivable tracking sheets, updating monthly expense reports, addressing inquiries from the bookkeeper, and other tasks assigned by the Executive Director.
- Work with the Executive Director on requirements for monthly Board meetings.
- Work with the Executive Director on governance requirements such as board elections, the annual general meeting, bylaw and policy updates and adherence.
- Support CACEA's committees and working groups including but not limited to agenda preparation, note taking and distribution, and tasks management assistance as required.
- With direction from the Executive Director, oversee and adhere to organizational policies, procedures documentation, and shared filing systems (e.g., Dropbox, Google Drive).

Event Coordination

- Oversee the planning, coordination, and execution of events, webinars, and training programs including leading coordination and planning meetings as required.
- Oversee event registrations, material preparation and distribution, event management, and logistics requirements (e.g., webinar requirements, on-site venue selection, food and beverage requirements, audio visual, speaker liaison, sponsor liaison, etc.) and prepare post-event reports based on attendance data and evaluation surveys.
- Conduct outreach to stakeholders and partners about events, and, where appropriate, seek subsidies for training programs.
- Design event flyers and promotional content for newsletters, e-blasts, social media, and public event calendars.

Project Coordination

- With direction from the Executive Director, coordinate and support the planning and implementation of projects to ensure structured, timely, and successful delivery.
- Serve as a liaison between the association, members, partners, and stakeholders, maintaining clear communication and documentation.
- Oversee tracking project timelines, budgets, and deliverables, preparing regular reports and updates.

Proposal Coordination

- Support the development, writing, and submission of funding proposals, grant applications, and partnership opportunities.
- Collaborate with members and partners to gather information (e.g., letters of support) and draft content as required.
- Maintain a centralized database of proposals, templates, and supporting materials to facilitate streamlined future submissions, efficiency, and organizational learning.

**CACEA**Canadian Association of
Consulting Energy Advisors**Social Media Coordination**

- Lead and oversee social media strategy and execution.
- Create, schedule, and manage engaging social media content across platforms (LinkedIn, X, YouTube, Facebook) to promote events, initiatives, industry news, association projects, and association and member achievements.
- Monitor engagement metrics, respond to comments and inquiries, and foster an active and professional online community aligned with the association's values and strategic direction.
- Collaborate with members, partners, and committees to create graphics, videos, and posts that highlight advocacy efforts, association initiatives, and organizational impact.
- Track performance analytics and provide regular reports with insights and recommendations for growth and improved engagement.

Required Qualifications:

- Daily access to the internet and own computer and telephone.
- Excellent written communication skills.
- Excellent administrative and organizational skills.
- Strong multitasking skills.
- Proficient use of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams).
- Prior administration and operations experience.
- Demonstrated ability to work independently, exercise sound judgment, and manage competing priorities with minimal day-to-day supervision.

Preferred Qualifications (an asset but not required):

- Understanding of the low-rise residential construction sector and or the work of Energy Advisors.
- Experience working with SurveyMonkey, Mailchimp, CRM/Member databases, Shared drives such as Google and/or Dropbox, webinar/meeting software platforms (Zoom or Teams), WordPress.
- Experience with bookkeeping/accounting software (e.g. QuickBooks).
- Social media engagement.
- Familiarity with analytics/reporting tools (e.g. social media insights, Google analytics, email platform reporting).
- Public relations and/or media experience.
- Layout and design skills (e.g., Canva, Word).
- Event planning or logistics experience.
- Project management experience.
- Past experience with a non-profit membership organization.

Compensation, Location, and Work Arrangements:

- Contract position.
- \$40,000-45,000 annual flat rate, excluding tax.
- Training will be provided.
- Virtual office.
- Attend minimum 3 meetings per week with the Executive Director.
- Attend monthly team meetings.
- Working in Eastern time zone preferred but not required.

Reporting Structure:

- Reports directly to the Executive Director.
- The position will work closely with the Administrative Coordinator.
- The Technical Liaison Director may request assistance directly.