



<b>Job Description:</b>	Membership Development Associate
<b>Term:</b>	Contract position
<b>Salary range:</b>	\$35 per hour
<b>Hours:</b>	Office hours are M-F, 9:00am-5:00pm ET (37.5 hour work week) The hours for this role can be part time if preferred.
<b>Reports to:</b>	Chief Executive Officer
<b>Availability:</b>	Immediate
<b>Website:</b>	<a href="http://www.acpm.com">www.acpm.com</a>

### Who We Are

ACPM operates at the centre of Canada's retirement income system, bringing together pension plan sponsors, administrators, and policymakers to support effective and sustainable outcomes for pension plan members. Our private and public sector retirement plan sponsors and administrators manage retirement plans for millions of Canadians. Collectively, their priority is to ensure the best possible outcome that will provide their active and retired plan members with sustainable pension and retirement security.

### Position Summary

This is a contract position with the possibility for extension. The role of the Membership Development Associate is a unique opportunity to support the development of ACPM's membership growth and retention. You will lead strategies that enhance and increase member engagement, strengthen retention, attract new members to the organization and clearly articulate the value of membership.

During this initial contract phase, the Associate will focus on analysis, segmentation, value proposition refinement, and readiness for future outreach with existing and future members. The role will help ACPM identify and realize growth opportunities.

This role is well-suited to someone who enjoys working behind the scenes to build insight, improve systems, and contribute to the growth of an organization.

### Working Environment

The office is located at 1255 Bay Street, Toronto, ON. ACPM is a volunteer-supported organization with a small staff contingent. The candidate will be required to come into the office 1-2 times per week, but much of the work can be done remotely. Given that this is a contract role, the candidate will use their own equipment to access the ACPM system.

### Internal Relationships

ACPM full-time staff, particularly the Director of Programs & Operations and the Director of Communications, with oversight from the Chief Executive Officer. The Associate will work closely with internal staff to support and inform existing membership operations, with implementation and decision-making remaining with ACPM staff.

## External Relationships

Current and potential members across the retirement income industry, primarily through research, analysis, and internal coordination rather than direct outreach.

## Duties and Responsibilities

- Analyze membership data and trends to inform strategy, member segmentation, retention risks, and growth potential.
- Develop and recommend strategies or activities to engage, retain, and grow membership.
- Collaborate with internal staff to assess existing membership processes and identify opportunities for operational improvement and implement best practices to enhance service delivery to members, volunteers and staff.
- Collaborate with internal teams to enhance member programming, benefits, and services.
- Develop clear, practical reporting tools and dashboards to track key membership indicators, measure progress and support decision-making.
- Support the development of a membership value proposition framework aligned to key member and prospective member segments.

## Qualifications

- Minimum of two years in a member relations, member engagement, business development or research role ideally within a professional association or consulting environment
- Strong written, verbal and interpersonal communication skills with the ability to synthesize information clearly for internal audiences
- Strong organizational skills and the ability to work independently in a hybrid office environment.
- Ability to analyze complex information and translate insights into clear, practical recommendations
- Comfort working with CRM systems and data sets (including Microsoft CRM) and using standard office tools to support analysis and reporting
- Comfort using digital tools, including AI-enabled productivity tools (e.g., Microsoft Copilot, ChatGPT), to support research, analysis, and drafting, in line with organizational guidelines
- University degree in a relevant field(s) is an asset
- Bilingual communications (English & French) is an asset

**NOTE:** Contact from ACPM will only be initiated for those candidates whose applications are receiving additional consideration.

If you are interested in this position, please send a cover letter and your resume to [jobs@acpm.com](mailto:jobs@acpm.com).