



Grand River CarShare

INTERNSHIP PROFILE: MEMBER SERVICES COORDINATOR

Job/Task Description and Key Responsibilities:

- Perform reception duties by phone and in person, providing basic information to the public, directing inquiries appropriately, and protecting the immediate productivity of other staff
- Conduct orientations for new members
- Plan and execute member events and general meetings of the co-operative
- Attend external events and perform outreach to facilitate recruitment and partnerships
- Lead efforts related to growth of the membership, and member retention
- Maintain regular contact with the membership to ensure effectiveness and quality of services, identify concerns and suggestions, promote co-operative values, and foster a sense of ownership
- Increase volunteerism among co-operative members, track member involvement, and provide support and training to volunteers
- Facilitate member networking opportunities to extend word of mouth marketing and outreach among employers, community and social groups, educational and faith institutions, neighbours, family, and other member connections
- Provide support to Executive Director and Operations Coordinator in the completion of their duties, at their direction
- Perform data entry and research as required
- Develop opportunities for the President and other directors to represent the co-operative at external events and meet with potential partners
- Other tasks as required

What skills/knowledge will the intern develop during the internship?

- Acquire the knowledge of a co-operatives day-to-day operations and practices within an established organization and experienced leadership team.
- Demonstrated ability to plan, host, and evaluate public relations events and marketing activities that provide a measureable outcome for the organization.
- Relationship and marketing abilities with the public and partner organizations delivering a value proposition of Eco-friendly, democratized transportation alternatives. Further, retaining a network within the co-operative, private, and public sectors.

What kind of training and support will be provided to the intern?

- Dedicated supervisor with mentorship responsibilities. Executive Director has several years with the organization and is active within the co-operative community.
- On-boarding practices that enable learning and knowledge transfer of internal practices and policies. Also, availability to attend events and community events beneficial to learning and networking opportunities within the NGO and Community development sectors.
- Participation in Ontario Co-Op Board of Directors Training, providing in-depth knowledge and practices of co-operative organization.

Qualifications

- 21 years of age or older, with full 'G' Ontario Driver's license, and insurability under coverage.
- A commitment to environmental improvement and knowledge of the co-operative sector.
- Demonstrated excellent communication skills – in-person, over the phone, and in written correspondence.
- Strong time management and organizational skills in a responsive environment.
- Attention to detail – good record keeping and ability to retain complex procedures.
- Proactive approach to networking and marketing opportunities.
- Ability to plan and execute public events and conduct sessions with the public.
- Proficient with Windows, MS Office, web browsers and online databases, also ability to learn membership database management system.
- Hours of work total 35 hours week; ability to be available some evening and weekends as required by events and activities.

Application Process:

This position is a full-time, 26 week position funded and coordinated in part by the Ontario Co-Op Association and The Government of Canada through Service Canada. Applications should be sent to the attention of Audrey Aczel, Public Affairs Manager, Ontario Co-operative Association at aaczal@ontario.coop. A cover letter stating why you would be a fit for this internship along with a resume in MS WORD format is required in the application. Include the job name in the subject line of your email.

Grand River CarShare thanks everyone for their interested in the Co-operative. However, due to time constraints, only those whose applications are short-listed will be contacted. For more information on us please visit www.grandrivercarshare.ca.

Organizational Description: Grand River CarShare

Grand River CarShare has served Waterloo Region since 1998 as a local, non-profit carsharing co-operative, and we have also recently launched Hamilton CarShare, extending our service area to a combined population of over one million. Our members reserve vehicles at self-serve stations across the community, and pay monthly according to low hourly and per-kilometer fees.

This is a powerful alternative to car ownership that helps members reduce their driving, and thus reduce their hassles, costs, and pollution. Knowing that vehicles are available when needed allows CarShare members to avoid owning a car or reduce the number of cars they own, and make green transportation choices more often. Even during the economic downturn, Grand River CarShare continues to grow at up to 30% per year, helping more and more members reduce their ecological footprint every month. We are continually building our capacity to serve hundreds of members and welcome new ones. For more information, please visit www.grandrivercarshare.ca.

8 TIPS ON APPLYING FOR THIS JOB FROM ON CO-OP

Before applying for this Internship position you should...

1. Confirm your eligibility for the CIEP program (Co-operative Internship Experience Program). (Criteria includes: **must be 30 years of age or younger**; recent college/university graduate; able to start work Nov 23, 2009 – more criteria at www.ontario.coop/interns). Each CIEP position is a 26-week contract position at the salary posted. **You MUST meet all eligibility requirements to be hired under the CIEP program – no exceptions.**
2. Confirm you meet the requirements of the posted position as detailed by the host organization.
3. Research the host organization you are applying for to ensure a good fit. Visit its website or perform an Internet search.
4. Research the Ontario co-operative movement. Almost all of the available positions are hosted by co-operatives, or other Social Economy partners. Visit www.ontario.coop > *What is a Co-op* to learn about co-ops.
5. Check – and double check - your spelling and grammar, as well as the image of you that your application package portrays. (This includes everything included in your Application Package: resume, cover letter, references and the e-mail you send to On Co-op applying for the position with the host organization.) Avoid texting short forms.
6. Include the job title and host organization applied for in the subject line of your e-mail (or within the body of your e-mail) and also in the first lines of your cover letter. **Because of the volume of mail received, Application Packages that lack this information will be immediately deleted and not processed.**
7. Send your Application Package (cover letter, resume, and references) to the Ontario Co-operative Association, NOT the organization providing the job description. As the organizers of the CIEP program, On Co-op processes all of the CIEP applications, screens them and sends them to the host organizations for consideration. Send all e-mail to ciep@ontario.coop, fax to 519.763.7239 or mail to On Co-op, 450 Speedvale Ave. W., Suite 101, Guelph ON N1H 7Y6. **Your application MUST arrive in our offices by Friday November 6, 2009 to be considered. The first day of work is Monday November 23, 2009, and the final day is May 21, 2010.**

More than 1000 applications for the 14 posted job positions are expected for the CIEP second intake. Do everything you can to make sure YOUR application rises to the top of the pile.

ABOUT THE CIEP PROGRAM: On Co-op, in partnership with Service Canada - Career Skills, presents the Co-operative Internship Experience Program (CIEP). These Internship postings are designed to assist recent college and university graduates make the transition into the world of work. And introduce them to the world of co-operative enterprise.

CIEP is a wage-subsidized employment and skill-building program. It provides host organizations within Ontario's co-operative sector with Interns, while building the skills and knowledge of a new generation of leaders.

Hosts are co-operative organizations and sector partners. These organizations must be part of the membership of On Co-op, or apply for membership in the Association, to take part in the CIEP program.

Interns are recent college or university graduates, under 30 years of age, who wish to be placed in a co-operative enterprise for 6-months and earn a reasonable wage during that time.