



JOB TITLE:	Coordinator, Member Success	JOB CATEGORY:	Client Success
Department/Group:	Member Success	Job code/Req#:	n/a
Location:	Fully remote, in Canada. Applicants must be eligible to work in Canada permanently.	Travel required:	No
Level/Salary range:	\$65,000.00	Position type:	FT Permanent
Language:	English (required), French (asset)	Job Details:	Full time, 37.5 hours per week
Hours:	9AM to 5PM typically EST		
Benefits	Monthly benefit top up for use with own plan, home office support, annual vacation, annual increases based on performance.		

APPLICATIONS ACCEPTED BY:

Fax or Email:	jobs@aruccnation.com alnetwork.ca	Subject line:	Application – Coordinator Member Success
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MyCreds/MesCertif, a non-profit owned by the Association of Registrars of the Universities and Colleges of Canada (ARUCC), is Canada's only comprehensive document exchange highway and credential wallet for students and graduates. Just three years old, this ground-breaking sector-led collaboration enables secure issuing, exchange, and verification of official digital documents, badges, micro-credentials and diplomas and other documents from across Canada and around the world. Now operating at scale with 73% of the market, with adoption of the national network growing steadily, MyCreds/MesCertif is growing, creating opportunities for additional team members to support the network's growth and expansion. This innovative, pan-Canadian initiative continues to benefit from the expertise of hundreds of volunteers from colleges, universities and member organizations who engage regularly to ensure the network's ecosystem continues to develop prioritizing learner mobility and lifelong learning.

The MyCreds/MesCertif team is committed to fostering an inclusive environment where all team members and clients feel valued, respected, and supported. We embrace diversity in all its forms and believe that it strengthens our team and enhances our ability to serve all network users. We believe that by embracing our differences, we can achieve our collective goals and create a more equitable and inclusive society.

Position Summary

The **Coordinator, Member Success** provides essential operational and lifecycle-support functions to ensure a seamless, high-quality experience for MyCreds/MesCertif network members. This role supports the *execution layer* of member success: onboarding preparation, access request workflows, CRM data integrity, member engagement activities, and document and materials preparation. The Coordinator works closely with, and is guided by, the Director, Member Success, but is not an administrative assistant. Instead, the Coordinator owns defined processes and deliverables that enable the Director to focus on strategic member engagement, internal business line development, relationship management, and high-impact opportunities. This role is ideal for someone who thrives in a detail-oriented, process-driven environment, is highly organized, and enjoys enabling successful member experiences.

Key Responsibilities

1. Member Lifecycle Operations (Onboarding, Access, Transitions)

- Prepare standardized onboarding packages and documentation for new Registrars at existing MyCreds network member organizations.
- Coordinate elements of the expansion lifecycle, including gathering required forms, initial checklist setup, and ensuring materials are properly routed to internal colleagues.
- Manage access request workflows, including intake, validation, scheduling of provisioning tasks with internal teams, and follow-up communication.
- Maintain accurate and up-to-date member information in the CRM and project management tools.

2. Member Engagement Coordination

- Support execution of network engagement campaigns, including:

- Preparing outreach lists
- Drafting templated communications
- Assembling campaign materials
- Tracking engagement outcomes
- Prepare briefing documents, backgrounders, and meeting packages for Director-led member engagement and presentations.
- Assist with preparation of quarterly reports and internal updates relating to member activity.

3. Governance & Committee Support (Operational, Not Administrative Assistance)

- Provide logistical and operational support to Member Engagement and Governance activities (e.g., sending calendar invites, preparing agendas using templates, coordinating SemblyAI minute capture).
- Ensure committee documents are version-controlled, properly stored, and circulated in adherence to governance requirements.

4. CRM, Data Quality & Reporting

- Maintain CRM hygiene, update member profiles, and ensure activity logs are accurate.
- Run scheduled reports to support monitoring of onboarding progress, change requests, and engagement metrics.
- Identify data quality gaps and propose improvements to strengthen reporting for the Director and Executive Director.

5. Internal Collaboration & Process Improvement

- Work closely with internal colleagues to coordinate onboarding and functional expansion for members.
- Recommend improvements to templates, workflows, and documentation to increase effectiveness and scalability.
- Participate in team meetings and MyCreds/MesCertif organizational development initiatives.

Experience & Education Requirements

- College diploma or bachelor's degree in business administration, communications, customer success, operations, or related field.
- 2–4 years experience in a coordination, customer success, project coordination, or operations role.
- Experience working with CRM systems and project management tools.
- Experience preparing structured documentation, templates, or client-facing materials.
- Knowledge of the postsecondary sector and/or public sector considered an asset.
- Ability to work in fast-paced, evolving environments.

Preferred Skills

- Highly organized, detail-oriented, and able to manage multiple concurrent processes.
- Strong written communication and document-preparation skills.
- Comfort with templated communication and standardized workflows.

- Strong interpersonal skills; able to work collaboratively and professionally with stakeholders at all levels.
- Intermediate MS Office and ability to learn new digital tools quickly.
- Good judgment and ability to escalate when needed without over-dependence on supervisors.
- Demonstrated respect for equity, diversity, accessibility, and inclusion.

Additional Notes

- This role is not an administrative assistant. It owns defined member lifecycle processes and operational responsibilities.
- Must reside in and be eligible to work in Canada.
- Criminal background check required.
- This role does not manage the Director’s calendar, inbox, travel planning, or personal administrative tasks.
- This role does manage documented operational workflows that support the member success function.
- This role provides portfolio support, not personal administrative support.

Additional Notes

This is a 100% remote role, with a requirement for the candidate to live in and be eligible to work in Canada on a permanent basis. No agencies please. Education and employment are subject to verification. Successful candidates are required to undergo a criminal background check as a condition of employment.

REVIEWED BY:	Director, Member Success	DATE:	11/20/2025
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Approved by:	Executive Director, MyCreds/MesCertif	Date:	
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Last updated by:	Executive Director, MyCreds/MesCertif	Date/Time:	02/20/2026
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