

Job Title:	Membership & Corporate Stewardship Coordinator
Reporting Manager:	Director, Impact, Culture & Corporate Stewardship
Positions Available:	2 Full-Time Roles
Location:	Hybrid (Remote with occasional in-person meetings or events)
Term:	Permanent Full-Time

About the OAND

The Ontario Association of Naturopathic Doctors (OAND) is the professional association representing Ontario’s licensed naturopathic doctors. Our mission is to advance the profession, advocate for health equity, and foster innovation and sustainability in integrative healthcare.

Position Overview

The Ontario Association of Naturopathic Doctors (OAND) is hiring two full-time Membership Experience Coordinators to enhance and support the overall experience of our members. These roles are integral to the day-to-day operations of the Association, acting as key points of contact for member inquiries, maintaining accurate and up-to-date data systems, and coordinating essential member-facing activities.

Working closely with the Director of Impact, Culture & Corporate Stewardship, the Coordinators will manage communication channels, support membership due collections and reconciliations, coordinate continuing education and event logistics, and execute outreach and stewardship efforts to strengthen engagement and satisfaction across our member community and corporate partnerships.

A key responsibility of this role is conducting “Get to Know You” calls with up to 1,000 OAND members over several months to gather meaningful feedback on member satisfaction, professional needs, and priorities—ensuring that OAND’s programs, partnerships, and services remain relevant and responsive.

Key Responsibilities

Member Support & Communication

- Serve as the first point of contact for general member inquiries via the shared organizational inbox
- Conduct Get-to-Know-You calls with members to gather feedback and identify opportunities for improving service and impact
- Provide timely, professional responses to member concerns, helping resolve issues and escalate as needed
- Support the delivery of high-quality membership experiences across all OAND initiatives

Corporate Partner Stewardship & Coordination

- Support the cultivation and stewardship of relationships with current and prospective corporate partners, ensuring a positive and professional experience
- Maintain accurate records of corporate partner contacts, agreements, deliverables, and reporting requirements in the CRM
- Coordinate corporate partner benefits, including recognition in communications, events, and digital platforms
- Liaise with corporate partners to ensure fulfillment of sponsorship and partnership commitments
- Assist in preparing partnership reports, tracking key deliverables, and supporting renewals and ongoing engagement
- Provide day-to-day support for corporate partner communications and logistics related to continuing education, webinars, and events

CRM, Data & Dues Management

- Maintain and update member records in the CRM to ensure data accuracy and completeness
- Add new members, manage renewals, and ensure data is current across all touchpoints
- Track and manage membership dues, pulling monthly reconciliation reports from the CRM and payment gateway (e.g., Authorize.net)
- Generate membership and payment reports to support internal planning and forecasting

Continuing Education & Events Support

- Coordinate logistics for product education webinars and continuing education (CE) sessions
- Track attendance and ensure accurate reporting and certificate issuance where applicable

- Liaise with corporate partners and vendors regarding event logistics and communications
- Support on-site or virtual setup and technical assistance for member sessions and webinars

Qualifications

- Bachelor's degree or college diploma in Business Administration, Communications, Nonprofit Management, or a related field
- 2–4 years of experience in a member services, customer service, or administrative coordination role (preferably in a nonprofit, association, or healthcare environment)
- Strong communication and interpersonal skills with a professional, member-first approach
- Experience managing CRM platforms and/or databases (e.g., McTrade, Salesforce, or equivalent)
- Highly organized with strong attention to detail and the ability to manage competing priorities
- Proficiency in Microsoft Office & 365 (Word, Outlook, SharePoint, Teams)
- Advanced proficiency in Microsoft Excel, including the ability to create and manage complex spreadsheets, use formulas and functions, perform data analysis (e.g., VLOOKUP, pivot tables), and generate reports
- Comfort with data reporting, reconciliation processes, and payment gateway systems (e.g., Authorize.net)
- Familiarity with naturopathic medicine or the wellness sector is an asset

Why Join OAND?

- Help shape the future of naturopathic medicine in Ontario through direct member engagement
- Flexible work hours with the ability to work remotely
- Make meaningful connections with passionate health professionals
- Be part of a mission-driven team focused on impact, culture, and community

OAND is an Equal Opportunity Employer

The Ontario Association of Naturopathic Doctors (OAND) is committed to equity, diversity, and inclusion in the workplace. We welcome applications from individuals of all backgrounds, identities, and lived experiences. We encourage applications from Black, Indigenous, and racialized persons, persons with disabilities, 2SLGBTQIA+ individuals, and others who may contribute to the diversity of our team. If you require accommodations during any stage of the hiring process, please contact us—we will work with you to meet your needs.

Please submit your resume and a tailored cover letter to **Recruiting@oand.org** with “Coordinator, Membership and Corporate Stewardship” in the subject line. Applications will be reviewed, and interviews conducted on a rolling basis.