

At the Federation of Ontario Cottagers' Associations (FOCA), we believe individuals and communities play a vital role in caring for and shaping the future of Ontario's waterfronts. Join a dedicated team where your passion for the environment, rural living, and community engagement will make a meaningful impact. At FOCA, we value collaboration, learning, and innovation—and we're proud to support a province-wide network that spans generations. Together, we work to sustain and enhance the cottage experience for today, and for generations to come. We are currently seeking a

MEMBERSHIP COORDINATOR

We are seeking an energetic, detail-oriented, and tech-savvy individual with the ability to work independently and who thrives in a collaborative environment, while providing steady and reliable support in day-to-day operations.

As FOCA's **Membership Coordinator**, you'll be at the heart of our work, supporting our network of 550+ member associations and the 50,000 families they represent across Ontario. This is a unique opportunity to contribute meaningfully to the daily success of a respected provincial nonprofit while helping to lead a critical modernization of our internal systems and membership database.

This is more than an administrative position, it's an opportunity to shape how FOCA serves its members and operates into the future. We're modernizing our systems, streamlining operations, and improving how we engage with our community. Your skills in organization, service, and technology will help ensure a smooth transition and strong member experience.

FOCA (the Federation of Ontario Cottagers' Associations) is a not-for-profit membership organization representing lake, cottage, camp, road, and rural waterfront resident associations across the province. Our members steward over 15,000 km of shoreline and 50,000 hectares of privately-owned waterfront lands, from Kenora to Kingston, Lake Erie to Temagami.

Key Responsibilities

- Oversee daily office operations and deliver top-tier member support
- Serve as the primary point of contact for member inquiries and outreach
- Manage and support the implementation of digital tools and data systems
- Help streamline internal processes and improve data quality and consistency
- Support communications, events, and engagement initiatives

We're Looking for Someone Who:

- Brings exceptional organizational, communication, and interpersonal skills
- Can juggle shifting priorities with professionalism—and a sense of humour
- Has a strong service mindset and business acumen
- Is comfortable with database systems (Sumac), Microsoft Office, and a variety of digital tools (Zoho One an asset)
- Works independently, takes initiative, and collaborates effectively
- Has knowledge of Ontario cottage country and/or nonprofit operations (an asset)

Qualifications

- Post-secondary education or equivalent experience in customer service, communications, nonprofit management, or a related field
- Experience working with digital databases, CRM systems, or WordPress platforms and online payment systems
- Familiarity with FOCA's mission and stakeholder community is an advantage

APPLICATION PROCESS:

Expressions of interest, including a resume, will be accepted on a rolling basis until the position is filled. Please send your application confidentially to info@foca.on.ca with the words "Application: Membership Coordinator" in the Subject line.

Information provided by or about candidates for these positions will be used only for candidate selection. We thank each applicant for taking the time and effort to respond; however, only candidates to be interviewed will be contacted.

POSITION DESCRIPTION

Title: Membership Coordinator

Reports to: CEO

Direct Reports: 0

Location: Hybrid: Remote and in-office at 159 King Street, Peterborough, ON

Duration: Full-Time, permanent position

Salary: \$39,000 - \$54,000, *health benefits, Group RRSP*

Position Overview:

The Membership Coordinator is a central figure in FOCA's efforts to build and maintain a strong, connected community of waterfront property owners and associations across Ontario. This position leads membership engagement, recruitment, and retention efforts, ensuring a positive experience for current and prospective members.

As the first point of contact for many of FOCA's stakeholders, the coordinator delivers timely and thoughtful support, strengthens relationships with member associations and individuals, and champions the value of FOCA membership. The role also contributes to the modernization of FOCA's internal systems and supports effective communication and outreach.

KEY RESPONSIBILITIES:

Membership Engagement & Support

- Serve as the primary contact for member inquiries, providing friendly and knowledgeable support by phone, email, and in-person.
- Guide prospective members through the onboarding process and communicate the value of FOCA membership.
- Maintain positive relationships with existing members, responding to requests and proactively engaging to encourage renewals and involvement.

Recruitment & Retention

- Implement and refine strategies to attract new members and retain existing ones.
- Support campaigns, surveys, and communications that highlight membership benefits and deepen engagement.
- Track and report on membership trends, feedback, and areas for improvement.

Data & Systems Management

- Maintain accurate and up-to-date membership records in FOCA's CRM/database system.
- Assist with data migration and process modernization to improve efficiency and member experience.
- Generate reports and insights to support organizational planning and decision-making.

Communications & Outreach

- Collaborate with the communications team to ensure members are informed through newsletters, bulletins, and social media.
- Help coordinate webinars, events, and outreach initiatives that enhance member involvement and education.
- Represent FOCA at events, and help to plan conferences, and meetings such as the Cottage Life Shows, AGM, seminars, and information sessions.

Additional Duties: Perform other duties and participate in special projects as assigned.