



## **Emergency Response Assistance Canada**

Since its inception 40 years ago, Emergency Response Assistance Canada (ERAC) has provided a quality system approach to manage emergency responses from the petroleum, transportation and agriculture industries. As a national, not-for-profit organization, we

continue to evolve to meet the needs of our member organizations. Our commitment to excellence has allowed us to become the benchmark for emergency preparedness and response for flammable gases and liquids in Canada.

### **Member Services Coordinator**

The Member Services Coordinator position is a great opportunity for an individual, new to the industry or already in the industry, to gain knowledge, experience, and growth while supporting ERAC's emergency management preparedness and response program to support our Plan members. All training and mentorship will be offered through the support of ERAC's Member Services Director and team.

Reporting to the Member Services Director, the role of Member Services Coordinator is to provide day-to-day administrative functions of the office, including reception, as well as disseminating information to Plan members, responders, and regulatory officials. This position requires a high-level of administrative skills, strong editing skills and time management.

As a Member Service Coordinator, you will be responsible for supporting ERAC's Plan members with the application process and ongoing support of their Emergency Response Assistance Plans (ERAP), which includes, preparation of agreements, templates and forms, updates to Plan members contacts, changes to ERAP requirements, updating certificates of insurance and data collection. In addition to supporting ERAC Plan members, the Member Services Coordinator will assist with maintaining ERAC's learning management system, including registering users and providing technical support. All duties are to be carried out while keeping ERAC's mission, vision and values top of mind.

The successful candidate will possess:

- Certificate or diploma in Office or Business Administration
- 2 years' experience in office procedures, business communications, and document proofreading
- Intermediate level of proficiency in MS Office (Outlook, Word, PowerPoint, Excel)
- Great organizational skills and the ability to project manage to meet tight deadlines
- Customer centric service focus, while acting with professionalism, diplomacy, cooperation and collaboration for the benefit of all parties
- Flexible and adaptable to changing processes and new tasks
- Strong editing and writing skills
- Exceptional attention to detail and ability to solve problems independently

Benefits and perks of working at ERAC:

- extended health and dental benefits
- wellness spending account
- employer RRSP contribution of up to 6%
- annual discretionary bonus
- hybrid work from home model

Location: Calgary, AB

Employment Type: Permanent, Full-time

Compensation: \$55,000 - \$60,000, compensation offered will be based on skills, knowledge and experience.

Please submit your cover letter and resume to the attention of Human Resources at [info@erac.org](mailto:info@erac.org).

We thank all applicants for their interest in joining our team, however, only those candidates with the skills and experience closely matching our stated requirements will be selected for an interview.