



**URBAN
DEVELOPMENT
INSTITUTE**

**SUITE 650
1050 W PENDER STREET
VANCOUVER, BC V6E 3S7**

Member Relations Manager

Full-Time, Permanent

Vancouver, BC

About the Role

The Member Relations Manager is responsible for fostering strong relationships between UDI and its members. This role ensures high levels of member satisfaction by developing and executing engagement strategies, addressing inquiries, and driving member retention and growth. Collaborating closely with the events and programming team, the Member Relations Manager enhances the value and experience of UDI membership.

About UDI

UDI is the leading non-partisan voice for British Columbia's real estate development sector. Our diverse membership spans residential, commercial, and industrial development, including developers, planners, architects, financiers, engineers, legal experts, and marketers.

We advocate for the development industry by fostering information exchange among stakeholders and supporting the creation of balanced, experience-driven policy at all levels of government. Through our members' efforts, UDI helps develop solutions to challenges in real estate development.

With offices across BC's fastest-growing regions—The Lower Mainland, Southern Vancouver Island, and the Okanagan—UDI addresses advocacy comprehensively, spanning municipal, provincial, and federal policies.

For more information, visit udi.org.

Key Responsibilities

Member Engagement, Retention, and Management

- Act as the primary point of contact for member inquiries.
- Lead the membership inquiry and vetting processes.

- Track and analyze membership metrics, including engagement, retention, and satisfaction.
- Prepare reports on membership trends and identify areas for improvement.
- Recommend and implement strategies to enhance member satisfaction.
- Develop and execute engagement initiatives to maximize membership value.
- Maintain the membership database and CRM system.
- Ensure membership tiers and associated fees are up-to-date.
- Coordinate with the accounting team on membership fees and accounts receivable.

Event Coordination and Support

- Collaborate with the events team to plan and deliver member-focused events, such as educational seminars, networking opportunities, and social functions.
- Provide member support for event registrations and access to the UDI Member Centre CRM.
- Assist in developing programs and activities to boost member involvement and satisfaction.
- Work with the Director of Professional Development to identify and track sponsorship opportunities.
- Support logistics, registration, and follow-up communications for member events.

Qualifications and Skills

- 3–5 years of experience in member relations, customer service, or a similar role, ideally within a member-based organization.
- Proven ability to build and maintain strong relationships with clients, members, or stakeholders.
- Exceptional written and verbal communication skills, with the ability to engage diverse audiences.
- Experience managing member databases and using CRM systems.
- Strong organizational skills, attention to detail, and ability to multitask in a fast-paced environment.
- Conflict resolution and problem-solving abilities, with a focus on member satisfaction.
- Ability to work independently and collaboratively as part of a dynamic team.
- Experience in non-profit or member-based organizations is an asset.
- Familiarity with member engagement strategies and best practices.
- Proficiency with CRM software and data analysis tools.

- Event planning or project management experience is an advantage.

Compensation and Application Process

The salary range for this position is approximately \$70,000–\$85,000, based on skills, experience, and education aligned with the role's needs.

To apply, please submit a pdf of your cover letter (including your salary expectations) and resume to Michael Drummond, Executive Vice President, at hr@udi.org
We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Application Deadline: December 20, 2024