

Position title: Coordinator, Administration and Community Outreach

Permanent Full time

[The ADR Institute of Ontario \(ADRIO\)](#) is a non-profit, membership association for practising and aspiring practitioners of the full range of Alternative Dispute Resolution (ADR) methods for settling disputes outside of court. With its membership 1,000+ strong across Ontario, ADRIO strives to enhance the quality and standards of practice in the province's ADR Sector, by supporting the accreditation and professional development of practitioners, including Mediators, Arbitrators, Adjudicators and Facilitators, and ADR students. ADRIO is one of seven Regional Affiliates of the ADR Institute of Canada.

This role is responsible for administration and community outreach at ADRIO. This position reports to the Executive Director and is part of a staff team of four.

Key responsibilities:

- Respond to enquiries from the members and public to share information on membership, professional development, designations and general information on ADR and ADRIO.
- Engage with members and resolve issues quickly and efficiently.
- Lead designation approvals process.
- Staff lead for the Regional Course Accreditation Committee.
- Coordinate the lifecycle of course accreditation, including applications, reviews, recommendations for approval, and annual administration of approved courses.
- Lead the administrative process for ethics course.
- Lead special projects (e.g., mentorship program).
- Support Office drop-ins, trainings, and sessions (e.g., from office hours to full week programs.).
- Support finance; process payments, revise invoices, refunds.
- Assist in implementing strategies for member recruitment and retention.
- Champion technical support.
- Assist Executive Director with prospecting business development opportunities, partnerships and sponsorships.
- Conduct environmental scans: member opportunities; growth opportunities.
- Other duties to support the administration of the team.
- Success indicators: growth in membership, program engagement, and administrative efficiency

Qualities:

- A self-starter with strong organizational skills.
- Strong report-writing and record-keeping skills.
- Proven ability to manage priorities independently while collaborating across different departments.
- Systems, design, and critical thinking skills.
- Comfortable conducting outreach and pursuing growth targets.
- A stellar communicator who is customer service oriented, enthusiastic, engaging, clear and patient.
- A pro-active and efficient worker who gets ahead of issues rather than just resolving them.
- Well versed in working with culturally, demographically and professionally diverse groups.
- Highly process oriented and attentive to details.

Requirements:

- Three years of experience in office administration in member-oriented settings; non-profit experience in membership associations an asset.
- Experience in office operations and research.
- Experience with customer relationship management (CRM) platforms (experience in using Membee a definite asset), cloud-based solutions.
- Excellent oral and written communication skills in English.
- Demonstrated proficiency in Microsoft Office, Zoom, and Teams.
- A bachelor's degree in administration or a related field; or equivalent combination of education and experience.
- Knowledge of the Alternative Dispute Resolution field and practice, including studies, an asset.

Salary, benefits and work environment:

- The annual salary range for the position is \$49-51K plus benefits.
- This role is primarily remote, with required monthly teambuilding at a co-working space in Midtown Toronto and occasional in-person event support in downtown Toronto.
- Equipment provided by ADRIO includes laptop and cell phone, along with remote access to ADRIO systems.

HOW TO APPLY

To be considered, please submit cover letter and resume to Head of Member Success, by email only to membership@adr-ontario.ca by 5:00 pm on August 31st, 2026. Clearly state in the subject line of your email: **Coordinator, Administration and Community Outreach role**. No phone calls please, and only candidates selected for interviews will be contacted.

ADRIO encourages applications from Indigenous persons, and members of equity-seeking communities including women, racialized persons, persons with disabilities, and persons of all sexual orientations and gender identities/expressions.