



Manager, Membership & Events

Canadian Institute of Plumbing & Heating

The Canadian Institute of Plumbing & Heating (CIPH) is Canada's national trade association for the plumbing and heating sector, representing manufacturers, wholesaler-distributors, manufacturers' agents, master distributors, buying groups, associate services, and industry stakeholders. Recognized as the authoritative voice for this essential industry, CIPH shapes codes and standards, convenes stakeholders, and advocates for policies that ensure safe, sustainable plumbing and heating systems for all Canadians. Contributing billions of dollars annually to the Canadian economy, our industry employs highly skilled engineers, technical specialists, and business leaders across the country.

CIPH's vision: *Canada is a global leader in the plumbing and heating industry, as an essential part of a healthy, comfortable, and sustainable quality of life for all Canadians.*

Our members are the reason CIPH exists, and this role is an important part of a team that sits at the centre of that relationship. Reporting directly to the CEO, the Manager, Membership & Events supports how we attract, serve, retain, and involve our members. This role carries specific responsibility for supporting our volunteer-led member Committees and Councils, and for supporting the delivery of national events and conferences.

As the ideal candidate, you are a relationship builder who is equally comfortable operating in a boardroom, on a conference floor, and in a spreadsheet. In this newly structured role, you will: support the development and execution of a comprehensive member-focused strategy spanning recruitment, retention, and renewal; serve as an important point of contact for members and a trusted partner to regional boards, committees, and volunteer leaders; support the planning and execution of CIPH's national events and conferences in collaboration with senior staff and volunteer committees; evaluate existing member programs and services and develop new ones that respond to real industry needs; and gather, analyze, and translate member feedback into insights that shape organizational priorities.

You will bring the member voice into senior leadership discussions, identify and cultivate the next generation of industry leaders within our membership, and support a member-first culture across every department. You will draw on sound judgment and diplomacy to balance regional priorities with national objectives, and to work effectively with volunteers who give CIPH their time because they believe in it.

To the role you bring:

- 7+ years of progressive experience in membership, stakeholder relations, business development, customer experience, association management, or a related field
- Demonstrated success developing and implementing engagement, retention, or relationship-management strategies
- Experience planning and delivering conferences, meetings, or large-scale member events

- Experience working with boards, committees, and volunteers
- Post-secondary education in business, communications, marketing, association management, or a related field — or an equivalent combination of education and experience
- Proven ability to build trusted relationships with senior business and industry leaders
- Strong strategic thinking, project management, and organizational skills, with excellent written, verbal, and presentation abilities
- Comfort interpreting participation and engagement data and turning it into action
- Experience managing budgets, staff, consultants, or suppliers

Experience within a member-based association, trade association, or industry organization is strongly preferred, as is familiarity with the building industry, construction trades, or a comparable business-to-business sector. Bilingual capacity (English/French) is an asset.

This position offers a hybrid work model based out of CIPH's office in Etobicoke, Ontario, and requires travel within Canada as needed, complemented by a competitive salary and comprehensive benefits package.

CIPH is investing in this role with an eye to the future of the organization, and the successful candidate will find real scope to grow. If you are energized by building community, creating value for members, and strengthening an essential Canadian industry, we would like to hear from you.

Applications will be accepted until the position is filled. To submit your application in confidence, please email: CIPHMME@pursuitadvisory.com

AI will not be used in the screening, evaluation, or selection of candidates for this search.

CIPH is committed to building a diverse, inclusive workforce and encourages applications from all qualified individuals. CIPH will provide accommodations throughout the recruitment and selection process to applicants with disabilities. During any stage of the recruitment process, please notify us of the nature of any accommodation(s) you may require.