Job Description

Operations and Member Services Coordinator

Kingston Accommodation Partners (KAP)
Contract Position (18 months – Parental Leave Coverage)
Salary range: $50,000-$60,000 annually (salary inclusive of in lieu of benefits)

Position includes 3 weeks vacation

Location: Kingston, Ontario (In-Office)

Start Date: February 25, 2026

About Kingston Accommodation Partners (KAP)

Our Mission

Kingston Accommodation Partners' mission is to be Kingston's leading voice of advocacy for tourism and the accommodation sector. We collaborate with tourism stakeholders to attract and welcome visitors, with a concentration on overnight stays.

Our Vision

Kingston Accommodation Partners' vision is to build recognition of Kingston as an outstanding four-season tourism destination.

Our Commitment to IIDEA

KAP is committed to continuing to build and sustain an inclusive, diverse, equitable, and accessible work environment where cultural diversity is celebrated and valued. We believe diversity benefits and enriches the development of all of our staff, members, partners, and stakeholders.

Position Summary

The ***Operations and Member Services Coordinator*** has a wide-ranging responsibilities: responsible for the comprehensive support of all activities of the Corporation, including the provision of administrative support to the Executive Director, the administration of the Board of Directors, and assisting with Corporate communications, human resources, and operations. This position is essential to the achievement of the goals and directives of each business unit. A thorough understanding of the Corporation's business, working knowledge of board governance, excellent communication skills, ability to work independently, and discretion with confidential information are required for the role.

Working Conditions

This position requires varied hours of work to fulfill assigned duties. The Coordinator may be required to work outside of Kingston Accommodation Partners' regular business hours (generally Monday to Friday, 8:30 a.m. to 4:30 pm), including but not limited to:

- KAP-sponsored events and trade shows
- Client and stakeholder meetings
- Board and committee meetings and events

The incumbent must possess advanced relationship-building skills and be comfortable working with senior leadership, Board members, elected officials, and community stakeholders.

This is an in-office position.

Key Responsibilities

Administration

- Conduct research, assemble and analyze data to prepare reports, documents, and collateral
- Responsible for the tracking of and reporting on the departmental budgets to the Executive Director
- Managing the schedule for the Executive Director, including scheduling appointments, making travel arrangements, completing expense reports, and coordinating meetings and events
- Liaise with Leadership, Board of Directors, Tourism Kingston staff, City of Kingston staff, KAP Membership and Stakeholders, business leaders, elected members of City Council, as well as Provincial and Federal Government, and other community organizations at all levels inside and outside of the organization, to gather and provide information.
- Customer service excellence; ensure requests for action or information are acted upon, commitment tracking, response to queries and requests
- Work with highly confidential information.
- Project support as assigned by the Executive Director
- Arrange and coordinate meetings and events
- Monitor, respond to, and distribute incoming communications
- Review operating practices and implement improvements where necessary
- Financial and Human Resources support

Corporate Secretary

- Provide support to the KAP Board of Directors' including agenda preparation, recording minutes, producing minutes, and keeping accurate corporate records
- Act as adviser to the Executive Director and members of the Board of Directors in relation to the corporate by-laws and committee activities
- Attending and taking minutes of Board and committee meetings as assigned
- Organize and execute the Annual General Meeting for the Corporation as well as any activities related to Tourism Week

- Provide support to new members of the Board of Directors, including preparation and circulation of training materials including committee Terms of Reference
- Conduct research, assemble and analyze data to prepare reports and documents for the Board and its committees
- Provide timely and accurate business information to the Board of Directors including data management, maintaining confidential records, and preparing related reports
- Other duties as assigned

Education

A Post-Secondary degree or diploma in a related field is required (business administration, public policy)

Experience

- Minimum of 3 years of administrative experience in a dynamic corporate environment
- Demonstrated ability to write, edit, and produce high-quality business documents
- Minimum of 1 year of experience working with and managing a database
- Minimum of 2 years experience providing comprehensive support at an executive level

Required Skills

- Consummate professional, able to represent the organization and the City in all circumstances
- Advanced interpersonal communication skills: ability to connect with a variety of individuals and facilitate relationships between community members
- Advanced software skills including Microsoft Office Suite and use of G- Suite (tested)
- Proficiency with databases and web searches with the ability to learn new software applications
- Solid business acumen
- Proven organizational skills with the ability to deal with competing priorities and manage time appropriately
- Proven ability to develop and maintain relationships at an executive level
- Self-starter with the ability to work in a team environment or independently
- Ability to maintain confidentiality and interact professionally with all levels of staff, management, and partners.
- Strong customer service orientation

Assets

- Knowledge of and experience in Corporate Governance
- Previous (1-2 years) of applied experience
- Proficient in a second language (French preferred)

Disclaimer

- The job description outlined above describes the general nature of the work performed. It is not intended to be an exhaustive list of all duties, responsibilities, or activities required of the incumbent.

Application Process

- This position is an **18-month contract** covering a parental leave.
- Qualified candidates are invited to submit a **cover letter and resume** by email to:
- **Krista LeClair**
  Executive Director
  📧 krista@visitkingston.ca
- **Application Deadline: 5:00 p.m. on February 7, 2026**
- Only candidates selected for an interview will be contacted.