



Job title	Communications and Community Engagement Support
Reports to	Coordinator of Communications and Social Advocacy
Salary Range	\$35,000 to \$50,000

## Purpose

This position provides administrative support both to ACWS Communications functions & ACWS Leading Change initiatives by supporting communications projects and strategies, drafting and editing communication materials, coordinating the logistics and administration needs for Leading Change activities, collecting data and maintaining communications and Leading Change sections of the ACWS database.

## Duties and responsibilities

### **1. Administrative Support**

#### Administrative Support: Communications

- Database: maintaining sections related to media, government contacts and communications-specific events in accordance with organizational procedures and established nomenclature
- Meetings and events (in person and online): pulling invite lists, setting up invites and sending out, tracking RSVP's, coordinate venue/catering/tech, setting up and managing technical aspects of event or meeting, taking notes during meeting if required, meeting and greeting attendees/ answering questions, clean-up of meetings and events
- Mailouts: sending out & tracking electronic or paper communications related to comms activities
- Record management: maintaining communications files on electronic platforms including but not limited to Teams, SharePoint, etc., and any physical files or materials related to communications
- Research: conducting online and telephone research and compiling information on items related to communications as directed
- Clerical support: Photocopying, collating, data entry, letter writing, etc. as requested by communications.
- Content creation: Creating content for social media and website channels in a variety of formats including graphics, images, video and text.

#### Administrative Support: Leading Change

- Database: maintaining sections related to Leading Change contacts and prospects and Leading Change-specific events in accordance with organizational procedures and established nomenclature
- Meetings and events (in person and online): pulling invite lists, setting up invites and sending out, tracking RSVP's, coordinate venue/catering/tech, setting up and managing

technical aspects of event or meeting, taking notes during meeting if required, meeting and greeting attendees/ answering questions, clean-up of meetings and events.

- Mailouts: sending out and tracking electronic, paper, or non-programmatic items related to Leading Change
- Record management: maintaining Leading Change files on electronic platforms including but not limited to Teams, SharePoint, etc., and any physical files or materials (i.e. training or marketing materials) related to Leading Change.
- Research: conducting online and telephone research and compiling information on items related to Leading Change as directed
- Clerical support: photocopying, collating, data entry, letter writing, mailouts etc. as directed by Leading Change.
- Evaluation support: deploy evaluation surveys for Leading Change activities and complete initial data analysis as required. Support the Leading Change Coordinator with data compilation for annual evaluation summaries.

## **2. Communications and Leading Change Responsibilities**

### Communications Support

- Webpage editing, administration and maintenance
- Tracking website and social media metrics and compiling reports
- Attending to social media posts and messages as directed
- Supporting traditional media and government relations activities as requested
- ACWS voice email review and distribution
- Supports ACWS presentation and report preparation, ensuring the appropriate use of branding, templates and communication guidelines.
- Graphic design support for all staff (\*either personally providing or coordinating outside vendors).

### Leading Change Support

- Customer care: answering questions about programming from the public
- Responsible for activity tracking and saving presentations; ensuring completion of activity files as appropriate
- Creates surveys as requested and collates results, including annual summaries
- Adapts contract templates, obtains signatures and files contracts, and tracks renewal dates for Key Delivery Groups, trainers and consultants
- Support Learning Management System module creation for Leading Change as required
- Junior event representative

## **3. Universal ACWS Support Role Responsibilities**

- i) On-going: This position will support the Administrative Support role in:
  - ensuring overall cleanliness and functioning of the ACWS office; responding to emails and phone messages as needed and
  - providing assistance in supporting ACWS events or logistics as needed.
- ii) Occasional back-up to other support staff: This position will serve as back up to the Administrative Support role or other ACWS support roles as required and will be called

in to support: scheduling meetings, organizing logistics, taking notes, transcribing action plans and other responsibilities normally under the purview of other support staff.

### Core Competencies

- Consistently attends to detail
- Navigates Microsoft Office 365 applications with ease
- Knowledgeable about social media platforms and best practices
- Applies strong knowledge of databases (Kintone)
- Learns how to navigate web-based systems quickly (i.e. analytical tools such as Google Analytics, social media analytics, etc)
- Demonstrates excellent interpersonal communication skills including maturity and personal mastery when dealing with colleagues and the public
- Demonstrates strong telephone and on-line communication skills
- Is comfortable communicating and working in collaboration with people with various backgrounds, experience, and skill sets
- Consistently presents in a professional and friendly manner
- Coordinates multiple requests, sets priorities, and meets deadlines with ease
- Functions well with little supervision and works well in both collaborative and independent work environments
- Understanding of gender-based analysis and violence against women
- Competent with technology including online meeting formats and audio-visual equipment
- Contributes to the organizational well-being of ACWS

### Qualifications

Qualifications for this position include:

- An Undergraduate Degree or Administrative Assistant Diploma / Certificate with a minimum of 2 years' experience in a professional environment (corporate or charitable organization). A combination of education and professional experience will be considered. Excellent computer skills (MS Office, Internet)
- Graphic design skills are an asset
- 3-5 years general work experience in a fast-paced, growth-oriented organization
- Experience taking the initiative to support successful event/meeting/project completion
- Prior success working closely and building relationships with diverse groups of people
- Ability to support a number of people and communicate
- Comfort addressing any issues directly

### Working conditions

During the current state of emergency, work will include a combination of distanced, scheduled time in the office (1-3 days per week) and working remotely from home (2-4 days per week).

During non-state of emergency times, this role will work primarily from the ACWS office 5 days per week. Hours of work are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 - 4:30).

### Physical requirements

This position requires spending significant periods of time working at a computer and talking on the telephone. Some travel to various areas of the province is required.

## Direct reports

This position has no direct reports.

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Approved by	CL