

## Position Description: Communications and Community Engagement Support

<b>Job title</b>	Communications and Community Engagement Support
<b>Reports to</b>	Community Engagement and Stakeholder Relations Specialist
<b>Salary Range</b>	\$35,000 to \$50,000

### Job purpose

This position provides administrative support to the ACWS communications and archival functions, as well as supporting the ACWS board. The role assists communications projects both internal and external to ACWS, supports efforts to maintain archival material and historical records, and provides clerical support to the board, board committees and the business meeting portion of the AGM.

### Duties and responsibilities

This position requires an individual who enjoys working with the public and is able to work as part of a team, collaborate with colleagues and take action to promote a positive team climate. Duties and responsibilities include supporting communications, archival, and board activities.

#### 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 lead
- Content creation: Creating and editing content for social media and website channels in a variety of formats including graphics, images, video and text
- Tracking website and social media metrics and compiling regular reports as required
- 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
- As appropriate and able, graphic design support for related content

#### Administrative Support: Archives

- Support the review of ACWS archival material and digitized files to locate, categorize, and inventory records
- Support the audit of existing records inventories for accuracy
- Support the ongoing clean-up of our historical records by updating information, removing duplicates, and ensuring that a consistent internal vocabulary is applied
- Perform other administrative duties as assigned in a professional and confidential matter
- Supporting the development of internal records repositories and providing research and recommendations for the arrangement and storage of long-term digital records
- Supporting ACWS's ongoing scanning and digitization initiative
- Uploading appropriate documents to the ACWS digital archive
- Supporting archival description and metadata creation for documents uploaded to the digital archive
- Contribute to Standard Operating Procedures and user manuals where appropriate

#### Administrative Support: ACWS Board

- Work directly with the Executive Director on the development of Board related agendas, schedules and meetings (virtual and in person)
- Provide clerical support to the board, board committees and the business meeting portion of the AGM as assigned (e.g., document formatting/proofing, minutes, action items, scheduling, travel and meeting arrangements), under direction of the Manager, Finance, HR and IT or Executive Director

#### Other Duties

As a member of the ACWs support team, this position will also provide:

- Answering the phone and greeting guests, as a front line ambassador to the public
- Handling information requests and communication by telephone and email

#### **Qualifications**

Qualifications for this position include:

- An Undergraduate Degree or Administrative Assistant Diploma / Certificate with a minimum of two 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)
- Knowledge of social media channels

- Ability to create a variety of content, including writing and editing. Use of related design software is a considerable bonus.
- 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

### **Core Competencies**

- Excellent attention to detail
- Navigates Microsoft Office 365 applications with ease
- Knowledgeable about social media platforms and best practices
- Applies strong knowledge of databases (knowledge of Kintone is a considerable asset)
- Navigates 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

### **Working conditions**

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). Hours of work are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 am - 4:30 pm).

### **Physical requirements**

This position requires spending significant periods of time working at a computer and talking on the telephone. All staff are required to be fully vaccinated for COVID-19.

### **Direct reports**

This position has no direct report