

Position: Networks & Engagement Coordinator
Type: Full Time
Salary: \$40,000-\$43,000 based on experience, plus benefits
Location: Volunteer Alberta, Downtown Edmonton
Hours of Work: 37.5 hrs/week

Description

Do you want to work in an upbeat and vibrant organization focused on social good? Are you interested in developing innovative and creative ways of reaching diverse groups throughout the province to provide services, share knowledge, and make connections? Are you at your best in a fast paced and productive work environment? Are you looking to put your wide range of skill sets to work on interesting projects? Join Volunteer Alberta and help build strength and capacity in Alberta's nonprofit/voluntary sector.

Volunteer Alberta is seeking a skilled individual who is enthusiastic, innovative, organized, accountable and resourceful. You will be primarily responsible for implementing and supporting the efficient day-to-day activities of the Networks and Engagement portfolio. Working in a team environment in a shared office space, you will support the customer service and administration required for our membership, networks and services.

The Networks & Engagement Coordinator supports external stakeholders, networks, and membership initiatives as the front-line contact, and supports events and meetings. In this role you will work with the Volunteer Alberta staff team on an ongoing basis to support and provide services to members, including finding practical and timely solutions to manage issues/concerns and identify trends impacting members. This position works with staff on an ongoing basis to help identify trends, find practical and timely solutions to manage issues/concerns from service providers and users, as well as providing support for events and stakeholder communications.

Volunteer Alberta staff and volunteers are a dynamic and fast moving team located in the historic Empire Building in downtown Edmonton. We offer our staff (after completing the probationary period) a comprehensive benefits package including health and dental benefits, three weeks' vacation, contributions towards an RRSP, monthly bus pass (if required), and an extended break during the winter holiday season. We also invest in the professional development of our staff and will help you develop a plan to grow your professional skills and abilities.

Primary Duties and Responsibilities include

- Provide administration support to members, including relationship development, processing and delivery of partner benefits (ex. OASSIS)
- Manage and update CRM databases and support payment reconciliation process
- Support the preparation and coordination of internal and external meetings, events, and other convening activities, including booking meetings, sharing agenda packages, recording meeting minutes, registration, travel arrangements, ordering catering, supporting facilitations, and booking venues
- Support the development of member campaigns and membership growth strategy
- Assist with research, the drafting of proposals, reports, and updates for various initiatives
- Participate in the creation and interpretation of surveys and other research projects
- Perform back up receptionist duties for the organization and respond to general emails, voicemails, and other correspondence, screen calls requiring next-level information, and tracking inquiries.



Empire Building - Suite 609
10080 Jasper Ave
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 @VolunteerAB
volunteeralberta.ab.ca

Required Qualifications

- Post-secondary degree or diploma
- Minimum two years of related experience in an office setting
- Excellent verbal and written communication skills with attention to detail
- Interpersonal and public relations skills, excellent telephone etiquette
- Experience in customer-focused service
- Intermediate to advanced computer skills with MS Office Suite
- High level of organization skills
- Comfortable with online registration systems and databases
- Capacity to work independently and as part of a team
- Self-motivated, demonstrating creative problem solving, and a positive attitude
- High degree of accuracy and the ability to maintain confidentiality and discretion
- Ability to set priorities and maintain flexibility
- Adaptability and willingness to learn
- Must be eligible to work in Canada (i.e., citizen/landed immigrant)

Desirable Qualifications

- Facility with research and ability to interpret data and analytics
- Customer Relationship Management software (CRM), InfusionSoft
- Familiarity with evaluation models and tools
- Knowledge of the nonprofit/voluntary sector, client groups and/or related issues
- Work and/or volunteer in a nonprofit/voluntary sector organization

Application Deadline

September 18, 2019

Please email your resume and cover letter to volab@volunteeralberta.ab.ca with the subject line: *Networks and Engagement Coordinator*.

We appreciate your interest in Volunteer Alberta; only those who are selected for interviews will be contacted. Volunteer Alberta is an Equal Opportunity employer. Volunteer Alberta is not responsible for any moving/relocation expenses, should the successful candidate not live in the local area.



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