



# Engagement Coordinator Job Description

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**Position title**

Engagement Coordinator

**Reporting to**

Engagement Manager

**Position summary**

The Engagement Coordinator is responsible for the maintenance, development and evaluation of the Membership Program. As the main contact for Membership, the Engagement Coordinator will lead data management, participate in community outreach, and engage with both the arts community and community as a whole. The Engagement Coordinator will work closely with and report directly to the Engagement Manager. This will include maintaining the membership database, coordinating member communications, participating in public speaking opportunities, and supporting the planning and execution of events and programs. They work within the guidelines, policies and strategic framework of Arts Council Wood Buffalo and will be accountable and responsible for specific projects as assigned.

**Duties and responsibilities**

The Engagement Coordinator performs a wide range of duties including some or all of the following:

**Membership Management**

- Under the supervision of the Engagement Manager, develop, implement and maintain the Membership Program
- Oversee member relations including queries regarding membership, member enrolment, and renewals.
- Maintain forms and records to document membership information and project activities through the Customer Relationship Management software (CRM).

- Participate in advisory and consultative requests from members and community-at-large as required
- Develop and implement new initiatives to support the growth and success of the Membership Program

### **Community Engagement**

- As required, attend meetings and events to help build the profile of ACWB and its programs and/or to record minutes, notes, and other duties as required.
- Support with the planning, execution, and evaluation of special events, programs, and other activities
- Identify appropriate partnerships and events to help build ACWB's community profile

### **Communications**

- Create member, community, and stakeholder e-updates for email distribution
- Assist with the development and implementation of long-term goals and objectives to achieve the successful outcomes of programs and projects
- Assist with the timely and consistent promotion of ACWB's programs and initiatives
- Under the supervision of the Engagement Manager, write press releases, website content, and articles for publication and internal purposes
- In collaboration with the Engagement Manager, create and maintain marketing materials, graphics, and other collateral materials for ACWB
- Ensure all communications materials follow ACWB policies and the organization's voice

### **Staff & Partner Management**

- Maintain relationships with ACWB partners on collaborative projects and programs
- Engage volunteers for appropriate program activities using volunteer management practices

### **Registration and Record Keeping**

- Oversee the collection and maintenance of membership records according to the confidentiality/privacy policies of ACWB
- Track member and non-member interactions with ACWB
- As required, support with administrative activities including the maintenance and tracking of invoices, revenues, and expenses

### **Qualifications and Experience**

- Ability to work independently and as a part of a team.
- Demonstrated stakeholder relations and interpersonal skills.
- Experience in event planning, execution, and communications
- Knowledge of the Alberta arts and culture sector. (Knowledge of the Wood Buffalo arts community would be an asset.)
- Excellent interpersonal relationship and communication skills (both written and oral).
- Proficient in the use of computers (Google Suite, Microsoft Office, spreadsheets, CRM, etc.) and other technology.

## Competencies

**Creative/Innovative problem solving** - Solves complex problems that may involve using several analytical or creative techniques to break the problem down into component parts or issues to improve operations or develop new opportunities.

**Personal Credibility** - Trusted and respected by others, protects confidential information, and is accountable for his/her actions and decisions. Serves as a role model for others when solving problems and dilemmas or confronting unethical actions.

**Dispute Resolution/Conflict Management** - Resolves conflicts, confrontations and disagreements in a positive and constructive manner.

**Initiative** - Persevering and proactively dealing with situations and issues, seizing opportunities that arise.

**Adaptability** - Ability to work in ambiguous or changing situations and with diverse individuals or groups.

**Interpersonal Communication** - Listening to others, understanding complex documents and reports, and communicating needs and directions clearly.

**Process Management** - Ability to analyze systems and structures and propose alternatives to improve processes.

**Organizational Awareness** - Understanding and using the workings, structures, climate and culture of the organization to achieve results.

**Strategic Framework Awareness** - Articulates the organization's vision, mission, values and ethics through programs, services and policies.

**Organize** - Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.

## Working Conditions

- The Engagement Coordinator works a 'standard' work week, Monday to Friday, 8:30am to 4:30pm, but will be required to work some evenings and weekends for meetings, special events, and program support. In such events, appropriate changes will be made to the Engagement Coordinator's usual work schedule.
- Additional work hours beyond that must be pre-approved in writing by the Executive Director.
- ACWB is an equal opportunity employer. We celebrate and support diversity, and are committed to creating an inclusive work environment, free of employment barriers and discrimination. We welcome the unique contributions you can bring in terms of education, opinions, and culture, and all qualified applicants will receive consideration for

employment without regard to race, religion, beliefs, colour, national origin, sex, sexual orientation, gender, gender identity, gender expression, age, veteran status, or status as an individual with a disability, among other things.

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**Printed Name**

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**Date**

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**Signature**