

Bilingual Network Member Services Coordinator

Actua has an immediate opening for full-time Bilingual Member Services Coordinator in Ottawa Ontario. Actua is a national charity that delivers life-changing experiences to youth in science, technology, engineering, and mathematics (STEM). We achieve this through our network of member organizations located at universities and colleges across Canada and through our own Outreach Team that delivers STEM programming in areas not yet served by our network members.

Description

As the Bilingual Member Services Coordinator for Actua, you will be a key supporting member of our Network Member Services team reporting to the Director of Network Membership. Your front-line responsibilities will be to coordinate excellence in bilingual communications and day to day contact with our network member program directors, institutions, and their staff, as well as coordinate our responses to public inquiries about Actua network member programs. Behind the scenes, you will be responsible for providing coordinating and administrative support to Actua's network member programs and services. You are driven to be part of a national movement to engage youth in STEM, in particular those who are traditionally underrepresented in those fields. You are a highly motivated, extremely organized, meticulous planner and record keeper that thrives in a fast-paced, dynamic team environment.

Scope of work

The primary responsibilities of this position include:

- Provide coordinating support for network member and community engagement for Actua's national projects and programs.
- Be the lead coordinator to ensure regular and up to date bilingual network member communications are created and shared using all of Actua's communication platforms including Actua's Intranet, social media and email newsletters.
- Coordinate the delivery of the institutional communications plan including developing a bi-annual newsletter and personal letters to senior faculty advisors and Deans.
- Provide day-to-day support for members including answering questions, coordinating contact with other areas of the Actua office, and directing members to available resources.

- Coordinate Actua's response to network membership, member information, or parent inquiries.
- Provide front line assistance to ensure a high standard of timeliness, professionalism and attention to detail throughout the Actua's network member fund process, including assisting the Manager of Member Services in processing the receipt, completion, and processing of funding applications, agreements and reports.
- Maintain contact lists and directories of network members, their faculty advisors, deans, and instructor staff in all of Actua's record keeping.
- Assist members and coordinate Actua's checklists on Actua network membership maintenance including agreements, reporting, recognition and other items as required.
- Other duties as required.

Qualifications

- Bilingual in written, spoken, and oral French and English
- Bachelor's degree in a STEM, business, or communications
- Minimum 1 year experience developing and overseeing educational youth programs
- Demonstrated experience developing effective written bilingual communications
- Demonstrated experience in customer service and or client relations
- Ability to take on a multitude of different responsibilities, establish and meet deadlines
- Passion and knowledge of STEM and education issues
- Ability to think critically and solve problems efficiently
- Enthusiasm for mission and motivation to learn new skills on the job
- Proficiency in Microsoft Office (Word, PowerPoint and Excel) and Google Tools

Assets

- Experience coordinating a national team or network
- Past experience with an Actua network member

For more information about Actua please visit Actua's main website at <http://www.actua.ca>.

How to apply

Please submit your resume and cover letter in one single PDF document through Actua's online application system: www.actua.ca/employment.

The cover letter can be addressed to:

Ms. Jennifer Flanagan, CEO
Actua
15 York Street (Courtyard)
Ottawa, ON K1N 5S7

Application Deadline

The position will remain open until filled.

We thank each applicant for their interest, but only those selected for an interview will be contacted.

Actua is committed to providing accommodations for people with a disability in all aspects of the recruitment and selection process in accordance with Accessibility for Ontarians with a Disabilities Act (AODA 2005). As required, please contact us and we will follow-up within 2 business days.