

## Job Opening: Network Member Services Coordinator

### About this opportunity

Actua is Canada's leading science, technology, engineering, and mathematics (STEM) outreach organization, preparing youth to be innovators and leaders by engaging them in exciting and accessible experiences that build critical skills and confidence. We focus on engaging the hardest-to-reach youth in Canada ensuring they have the opportunity to develop essential STEM skills. Actua represents and supports a network of 40+ members located at universities and colleges across Canada and provides this network with resources, funding, and advocacy at the national level.

Actua is actively seeking a skilled, enthusiastic and dedicated individual with a genuine passion for enhancing the experience of our Network Members and supporting our mission and vision. We are currently hiring for the role of **Network Member Services Coordinator**, where you impact Actua's national initiatives to engage youth in STEM. This is a unique opportunity to work closely with Actua's Network Members and support them in the creation of impactful programs and initiatives that empower youth across Canada. If you are a high-performing individual who is dedicated to developing relationships and engaging others, you could be the right fit for this role!

#### About you:

You possess exceptional interpersonal skills and a proven track record in supporting the needs of others. You also possess skills in coordinating projects, managing communications tools and handling data. These skills will lead to impactful enhancements and tangible results for the Actua network and the youth we engage.

Your major strengths include the ability to execute methodical project work, exceptional attention to detail, a positive mindset and proactive approach, as well as skills in communications. Professionalism, integrity, and discretion are demonstrated in your work.

You possess a genuine interest and commitment to the organization's mission and values. You thrive in work environments where diversity, equity, and inclusion are not just buzzwords, but deeply ingrained in the culture. With impeccable organizational abilities and a passion for non-profit work, you genuinely enjoy collaboration to drive employee engagement and organizational success. You'll work with like-minded professionals, collaborating to empower young minds and shape the future of STEM education.

## What you will do:

**Network Member Fund Application and Reporting:** You'll provide critical support to the overall network member funding process. You'll provide support at each stage on communications, training and the work behind the scenes. You'll be familiar with the network member funds, eligibility requirements, and process. You'll handle questions from network members such as application and reporting deadlines. You'll coordinate the completion and receipt of funding applications from network members, and conduct follow-ups as needed. You'll coordinate the creation, distribution, and collection of funding agreements and appendices. You'll have a critical role in network members' quarterly financial and delivery reporting, helping network members demonstrate their delivery impact and be accountable for the support we provide. You'll also assist with preparing documentation for Actua's audit. You will assist in ensuring a high standard of responsiveness, timeliness, professionalism, discretion, and attention to detail throughout.

**Capturing Impact:** You'll provide critical support for the execution of Actua's annual evaluation plans. You'll coordinate the engagement of the network members to complete surveys from youth, teachers, instructors, and others as applicable.

**Network Member Relations, Liaison, and Communications:** You'll support the network member services team by coordinating regular communications through newsletters and other communication tools. Managing the overall member contact dashboards will be your responsibility. In addition to your broad role in communications, you'll also be assigned a smaller group of network members with whom you will maintain regular contact and relationships. You will be their point of contact to answer their questions and coordinate support from other areas of Actua.

**National Programs and Projects:** You'll contribute to national program plans and strategic projects, specifically identifying how projects will impact network members and ways to maximize network member awareness and uptake. You'll coordinate network member participation in special opportunities, such as our National Awards program, mentorship opportunities and occasionally, distribution of equipment donations.

**Training:** You'll provide support to the onboarding and training process for incoming network members and their staff members to ensure that they are set up for success. You will assist with the launch and follow through for network members on registration and processing for such things as annual conferences, regional meetings, and other training events.

**Documentation:** You'll help to update project and annual documentation within the network member services team.

## About you

- You possess exceptional interpersonal skills and a proven track record in supporting the needs of others.
- You have demonstrated professionalism, integrity, and discretion in your work.
- You are going to be confident handling data from the network carefully, from contact information to delivery statistics to financial records.
- You possess some skills in managing communications tools used in newsletters and email mailouts, as well as for creating documentation and reports.
- You possess skills in coordinating people, time and resources, and you get excited about the opportunity to coordinate engagement on projects and programs
- You are an exceptionally organized person who gets excited about having your files up to date-and accurate.
- You have demonstrated the ability to take on multiple responsibilities while establishing and meeting deadlines.
- You can execute on methodical project work and exceptional attention to detail.
- You are a team player with a positive mindset and proactive approach, and excited about the opportunity to work with multiple individuals and teams.
- You're a self-motivated learner who loves to explore, and you can quickly pick up new concepts and ideas independently.
- You love the idea of working with like-minded people who have a passion for youth empowerment.

## Qualifications

- Post-secondary degree or Diploma in a STEM, Education, or related field.
- Experience working in a post-secondary environment is an asset.
- 3-5 years of experience developing and overseeing educational youth programs.
- Demonstrated experience developing strong professional relationships.
- Demonstrated ability to think systematically, critically and to solve problems efficiently.
- Proficiency in Google Suite or other standard office tools is essential
- Bilingual in written, spoken, and oral French and English is an asset.

## Why work with us

In this role, you will have the opportunity to make a national impact by joining an organization that is committed to breaking barriers in STEM. We anticipate continued growth over the coming years, which will provide tremendous opportunity for you to grow with us. You can join our vibrant team-driven environment while working in a youthful, fast-paced, and fun culture. This role is based in our Ottawa office, which is centrally located in the Byward Market. We offer a competitive salary, access to group health & medical benefits, and RRSP matching. For more information about us, please visit [www.actua.ca](http://www.actua.ca).

## Are you interested?

Please submit your cover letter and resume as a single PDF document on the Actua employment page. Please note that while we appreciate all applications, only those candidates selected for an interview will be contacted.

**Please note that only applications with cover letters will be considered.**

## We're committed to inclusion and accessibility.

At **Actua**, we celebrate openness, diversity, and inclusion to enrich our work! We wholeheartedly encourage applicants from all backgrounds to apply! We welcome those who would contribute to the further diversification of our organization including, but not limited to: women; racial or ethnic minorities; First Nations, Inuit, and Métis peoples; persons with disabilities; and 2SLGBTQI+ communities. If contacted for an interview, please let us know if you require any accommodations.

**We're up to inspiring things! Be part of something incredible.**