



*For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.*

## Community Engagement Assistant

Supporting the Director of Communications and Community Engagement and the Development Director, the Community Engagement Assistant is a key enabler for the development and maintenance of successful relationships with agency donors and community partners. This role provides fundraising, marketing, communication, and event support to the agency and the Foundation. The Community Engagement Assistant delivers outstanding customer service to donors, prospective donors, and community partners. The Community Engagement Assistant also provides critical administrative support to the departments, helping to ensure effective and efficient operations.

### Key Duties:

#### **Relationship Management**

- First point of contact for Communications and the FACS Foundation
- Cultivate and nurture relationships with prospective donors and community partners
- Provides excellent donor care experience by responding promptly to inquiries, providing information and support, and escalating issues to the Development Director
- Environmental scanning to identify opportunities to expand the FACS Niagara donor base and opportunities to build relationships through community outreach, including speaking engagements and event attendance
- As needed, attend and support the preparation process for meetings with donors and community partners by making appointments, researching, and preparing briefing notes, and coordinating meeting logistics

#### **Foundation Support**

- Processes fundraising donations, issues tax receipts and prepares acknowledgement letters and other correspondence using Canada Helps software platform
- Drafts and prepares letters and other correspondence to donors and prospective donors
- Assists Development Director in the preparation of grant applications and Foundation publications
- Track requests, timelines, payment transfers and reporting for grant applications
- Enters information and maintains databases, processing reports as requested in Canada Helps and other software.
- Works closely with the FACS finance staff regarding donation deposits, pledges, tax receipts, monthly reconciliations and annual audits;
- Maintains current mailing lists for foundation

#### **Communications Support**

- Supports the successful implementation of communications strategies by reviewing and editing reports, news releases, and marketing materials
- Assist in the creation and distribution of internal and external communications including confidential information with Constant Contact software
- Assists in maintaining accurate and engaging web and social media content
- Collects and updates databases and media lists
- Uses media monitoring software to track agency media coverage, and issues with the potential to impact the agency
- Track and report traditional and social media metrics
- Maintains PR and Foundation storage room and monitors supplies.
- Seeks quotes from vendors for various needs (e.g. printing and production, event locations, materials and handouts)

#### **Administrative Support**

- Provides support to Foundation Board of Directors including preparing, attending, and distributing materials for board meetings, monitoring board governance needs, maintain insurance needs and meeting requirements and reviewing materials for accuracy
- Maintains Communications and Foundation documents, templates and databases, preparation of letters, reports, presentations, and confidential information
- Schedule meetings, including booking meeting rooms and distributing calendar requests, coordinating with IT, Maintenance and food vendors as needed to ensure meeting needs are met.

- Takes, types, and distributes minutes of Foundation Board and Committee meetings, including in camera sessions, and other meetings when required
- Provides clerical and administrative support including maintaining and processing of all types of paperwork, mail, email, filing and file systems
- Creates and sends invoices as needed for the Foundation
- Arranges for internal, facsimile and/or courier distribution of information
- Photocopies, collates, packages, expedites, and processes documents and files
- Order and ensure supplies are maintained at an adequate level
- Coordinate travel and transportation arrangements for departments as required
- Organize and maintain calendars for the assigned department(s), including vacations and coverage schedules
- Provides coverage for the Executive Assistant as required

#### **Event Management**

- When COVID safety protocols permit in-person events, the Community Engagement Assistant will be a key enabler for successful events
- Assist in the organization agency and Foundation events by identifying, obtaining quotes for, and booking appropriate venues, inviting participants, and scheduling.
- Logistics support, including room set-up, arranging audio-visual equipment and refreshments. Coordinate activities onsite and during the events.
- Assist with Gala preparation and onsite at events
- Document events visually via photography and/or video

#### **Other Related Activities**

- Ensures adherence to timelines for required attendance reporting, etc.
- Knows and adheres to all applicable FACS policies, procedures, and relevant administrative practices
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge as required
- Assists in the training and orientation of peers
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations
- Upholds confidentiality and sensitive information policies at all times
- Provides back up to the other Administrative Assistants as required
- Performs other duties as required

#### **Qualifications:**

- Post-secondary diploma in Marketing, Communications, Administration, Business or Events Management studies
- Minimum 3 years' experience in fundraising, communications, or marketing
- Knowledge of Canada Helps platform an asset
- Proficient in Microsoft Office products, intermediate level of Excel required
- Skills in Canva, Photoshop, and/or InDesign are an asset
- Knowledge of social media platforms, desktop publishing and web management
- Experience working with Board of Directors an asset
- Knowledge of CRA Guidelines or relevant legislation an asset
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required

#### **Knowledge and Skills Required**

- Outstanding interpersonal skills and commitment to providing the highest level of customer service and donor relations
- Excellent written and oral communication skills
- Proficiency with MS Office suite of applications (e.g. Word, Excel, etc.)
- Commitment to the mission, vision and values of Family and Children's Services Niagara
- Highly detail-oriented
- Ability to complete tasks with attention to detail in the presence of frequent interruptions
- Ability to work with and meet tight timelines
- Ability to communicate in French or another language an asset
- Experience with social media marketing and various app platforms preferred
- Experience with monetary transactions such as processing Visa and Mastercard donations as required
- Strong event management skills
- Work is primarily performed in a normal office environment

*September 29, 2021*

- Intermediate periods of sitting and computer/phone use
- Multi-tasks within a fast-paced, high-volume, and demanding environment
- Frequent periods of review and analysis and proofing of documentation required
- Frequent interruptions
- Travel to FACS sites or within the region
- Requirement to work evening and/or weekend hours
- Lifting of boxes up to 20lbs

*Please apply with your cover letter and resume by **October 14, 2021** to:*

*E-mail: **humanresources@facsniagara.on.ca***

*Please include your salary expectations.*

*We thank all applicants however only those considered for an interview will be contacted.*

*Preference will be given to candidates who are bilingual in French and English.*

*Family and Children's Services Niagara welcomes candidates from racialized groups, First Nation Inuit or Métis persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for candidates with disabilities throughout the recruitment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).*