

# [innovate inclusion]

Community Outreach & Engagement Coordinator | Summer Student

## About Us

Innovate Inclusion is a social profit that advocates for the success of underrepresented communities within technology and entrepreneurship.

We are a newly formed company with a mission to:

- foster awareness around the importance of inclusive community engagement;
- advocate for the economic development and success of underrepresented communities;
- educate corporations, communities and individuals by providing access to programs and services that support personal and professional growth.

## Position

Innovate Inclusion is looking for a talented Community Outreach & Engagement Coordinator to develop and launch our community engagement strategy. If you are a student who is passionate about inclusion and making your community a better place, we would like to hear from you.

## Responsibilities

- Develop opportunities for community volunteering and engagement.
- Identify areas of focus for community impact and implementation of user friendly tools to share and promote.
- Facilitate communication with volunteer network in between events and activities.
- Maintain database of relevant contacts and opportunities.
- Assist with volunteer recruitment by planning, implementing, and attending community events.
- Assist with strategies to advertise and promote volunteer program and events.
- Plan and conduct training and orientation for volunteers.
- Actively solicits feedback from participants and makes recommendations as needed.
- Track program performance through collection of data on rates of participation, effectiveness of marketing and outreach activities, and other measurable impacts.
- Prepare reports regarding outcomes on regular basis (monthly, quarterly, and/or as needed).
- Assist with preparing and monitoring budget and expenditures for program, events, and activities.

## Requirements

Knowledge of:

- Principles and current best practices relative to volunteer and community service programs.
- Effective methods for recruiting, tracking, and retaining volunteers.

- Basic principles for event planning and coordination.
- Effective customer service techniques.
- Modern office practices, methods and computer equipment.

Ability to:

- Assess the effectiveness of program activities and operations.
- Organize and implement small to medium scale events.
- Prepare and maintain basic records.
- Provide effective customer service.
- Establish and maintain effective and cooperative working relationships with stakeholders and the public.

Skilled in:

- Dealing with program participants in a constructive and supportive manner.
- Communicating program needs effectively.
- Preparing project tracking reports.

### **Education, Training and Experience:**

Ideally, you are a student working towards or just finishing your studies in community development, social work, public policy, or African Studies.

- Some college coursework in communications is helpful or equivalent employment experience related to communications, public relations and/or customer service
- Some previous work on social media websites and/or blogs, whether professional or personal;
- Minimum of 1 year of customer service experience;
- Excellent written and verbal communication skills in English. French is an asset.
- Detail oriented;
- Office computer and data management skills with proficiency in MS Office (Word, Excel, and PowerPoint)
- Ability to make low-level decisions and work with minimal supervision;
- Must enjoy and be familiar with social media, blogs, and review websites;
- Ability to remain calm and positive in a high-pressure, fast-paced environment;
- Ability to prioritize, multi-task and think of how actions have long term effects.

**This is a Canada Summer Job grant that runs for eight weeks in length. Eligible applicants are required to be returning to school in the September of 2018.**

**Accountable to:**

On site manager

**Closing Date:** May 20, 2018.

Candidates should forward their cover letter and resume to: [Hello@InnovateInc.co](mailto:Hello@InnovateInc.co)