

Job posting – WPF 2.0 Restart Coordinators: Customer Experience Coordinator

Would you like to help children live, learn, lead, and play in safe and responsive communities? Would you like to work with people who prioritize kindness, respect, and cooperation in their day?

WITS Programs Foundation (WPF) offers Canada’s national bullying-prevention programs - WITS (in English) & *DIRE (en français)* and organizes activities for Pink Shirt Day Canada. We are building a team to complete an organizational enhancement project that includes adaptations due to COVID19.

This team (the Transition Manager + 4 coordinators) will oversee **WPF 2.0 – Restart**. Working with WPF staff, subject matter experts, contractors and volunteers, the team will help WPF reach more children and provide them with the tools and confidence to end bullying.

The WITS Programs Foundation mission is “to create capacity in communities to promote safety and healthy relationships,” and that includes our hiring processes. We are an equal opportunity employer; we particularly invite people who are Indigenous, francophone, persons with a disability, or refugees or immigrants to apply. The ideal candidates have a passion for kindness, are self-motivated, and are eager to learn. If you require accommodation at any stage of the application process, please let us know.

Term: December 14, 2020 to August 20, 2021

Location: Team members may work from home (support is available for creating an appropriate home work space) and, as required, in the WITS Programs Foundation office at 398 Fraser Street in Esquimalt. Policies and protocols regarding COVID19 are in place.

All positions will gain the following experience and learning:

- Peer-based anti-bullying programs, program development and evaluation
- Customer and partnership development
- Customer relationship management systems
- On-line event management
- Communications: branding, marketing, website design in WordPress
- Remote video training
- Project planning and management
- Plus, courses in inclusion and diversity

The **Customer Experience Coordinator** will also gain experience in

- developing, populating and testing the Customer Relationship Management system,
- supporting a pilot subscription model for customers, including implementing feedback,
- some experience in Communications through assisting the Communications and Design Coordinator.

JOB DESCRIPTION

This position is responsible for the changeover of current to future Contact Relationship Management and Customer Management Systems (CRM/CMS). An analytical mind, attention to detail and consistency of data are considered assets.

Duties:

- Investigation and recommendation of potential CRM/CMSs
- Testing and implementation of the selected CRM/CMS
- Transfer of data to CRM/CMS from existing source(s)
- Assist in developing an online subscription system and interface
- Provide assistance to the Communications and Design Coordinator & Program Awareness Representative
- Reporting and record keeping
- Writing protocols for future use of systems developed

Requirements:

- Participants must be able to speak and understand English as translation services may not be available.
- Intermediate computer skills are required. Some experience with cloud-based systems such as Google Drive is beneficial.
- A good knowledge of editing in WordPress and experience with databases is beneficial.

TO APPLY

Email your resume to Shannon Whissell communications@witsprogram.ca with the subject "Customer Experience Coordinator Application." Instead of a cover letter, please include a brief self-introduction in the body of your email.

IMPORTANT:

Applications require referral through a WorkBC centre.
Applications should be submitted no later than December 1, 2020
Applicants must be legally entitled to work in Canada

Any questions the WPF office receives about this opportunity will be answered online at witsprogram.ca/jcp.

NOC CODE:

4163 – Business development officers and marketing researchers and consultants



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