



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

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Digital Communications & CRM Officer / Agent.e De La Communication Numérique Et GRC

Job ID	23-E1-57-37-79-C6	
Web Address	https://careers.indigenous.link/viewjob?jobname=23-E1-57-37-79-C6	
Company	Bishop's University	
Location	Sherbrooke, Quebec	
Date Posted	From: 2021-07-07	To: 2022-01-03
Job	Type: Full-time	Category: Office
Job Salary	\$24.78 To/À \$32.32 Per Hour/de L'heure (APBU â€“ Unionized	
Position/poste SyndiquÃ©)		
Languages	English And French / Anglais Et FranÃ§ais	

Description

Posting 21-29 (Temporary full time position)

The following statements are intended to describe the general nature and level of work performed. They are not representing an exhaustive list of all responsibilities, duties and skills required.

Bishopâ€™s University is seeking a Digital Communications and Customer Relationship Management (CRM) Officer for a temporary full-time position in the Student Recruitment & Retention department. Reporting to the Manager of Student Recruitment and Retention, and providing support to the Director Student Recruitment and Retention, the Digital Communications and CRM Officer will be responsible for supporting all aspects of prospective and admitted student communications and data within the Slate CRM and will liaise with the universityâ€™s Communications, Data Management and ITS teams to ensure a coordinated effort is maintained. The incumbent acts as the subject matter expert for the Enrolment Services CRM, Technolutions Slate Team, including contributing to the development and implementation of all communications, processes and procedures, development of queries, innovation, process documentation, staff training and liaison with Slate. This position has a work week of 32.5 hours from Monday to Friday with occasional evenings and weekends required. This position will not exceed two years.

Nature of Duties & Responsibilities:

- Prepare the annual Slate cycle;
- Create and support timely communications campaigns and strategies within the Slate;
- Write a variety of different content to support communications and marketing efforts including newsletters, emails, website copy, social media posts, digital content, and brochures;
- Track and report analytics on marketing and communications campaigns;
- Create recruitment, admissions and financial aid letter templates;
- Manipulate data and perform import/export of data between multiple external sources;
- Organize CRM data for the purposes of informing, planning, decision support, assessment and reporting;

- Write queries;
- Improve process management;
- Collaborate across the Enrolment Services team to support strategic use of Slate to meet enrolment goals;
- Demonstrate knowledge of and enthusiasm for collaboration on systems and processes as well as sensitivity to diversity issues and a commitment to building a culturally and economically diverse applicant pool.
- Performs additional similar / related tasks as required.

AFFICHAGE 21-29 (Poste temporaire Ã temps plein)

Les ÃnoncÃs suivants sont destinÃs Ã dÃcrire la nature et le niveau de travail gÃnÃral. Ils ne reprÃsentent pas une liste exhaustive de toutes les responsabilitÃs, tÃches et aptitudes requises.

L'UniversitÃ Bishop's recherche un Agent.e de la Communication NumÃrique et Gestion de la Relation Client (GRC) pour un poste temporaire Ã temps plein dans le dÃpartement du recrutement et rÃtention des Ãtudiant.e.s. Se rapportant au Gestionnaire du recrutement et rÃtention des Ãtudiant.e.s, le titulaire du poste se joindra Ã une Ãquipe innovatrice et stratÃgique qui est responsable du recrutement des Ãtudiant.e.s partout au QuÃbec, au Canada et au-delÃ. Relevant du Gestionnaire du recrutement et rÃtention des Ãtudiant.e.s et fournissant un soutien au Directeur.trice du recrutement Ãtudiant et de la rÃtention, l'Agent.e de la Communication NumÃrique et Gestion de la Relation Client sera responsable de supporter tous les aspects des communications et des donnÃes des Ãtudiants potentiels et admins au sein de l'outil de la Gestion de la relation client (GRC) Slate et assurera la liaison avec les Ãquipes des communications, de la gestion des donnÃes et des STI de l'UniversitÃ pour assurer le maintien d'un effort coordonnÃ. Le titulaire du poste agit Ã titre d'expert en la matiÃre pour les services d'inscriptions GRC, de l'Ãquipe Technolutions Slate, y compris contribuer Ã l'Ãlaboration et Ã la mise en Åuvre de toutes les communications, processus et procÃdures, le dÃveloppement des requÃtes, l'innovation, la documentation des processus, la formation du personnel et la liaison avec Slate. La semaine de travail est de 32.5 heures, du lundi au vendredi avec des soirÃes et fins de semaine occasionnelles. Ce poste ne dÃpassera pas deux ans.

Nature des tÃches:

- PrÃparer le cycle annuel Slate;
- CrÃer et supporter des campagnes et des stratÃgies de communication en temps opportun au sein de Slate;
- RÃdiger une variÃtÃ de contenus diffÃrents pour soutenir les efforts de communication et de marketing, y compris des bulletins d'information, des courriels, des publications sur les mÃdias sociaux, du contenu numÃrique et des brochures;
- Suivre et rendre compte sur les donnÃes des campagnes de marketing et de communication;
- CrÃer des modÃles de lettres de recrutement, d'admission et d'aide financiÃre;
- Manipuler les donnÃes et effectuer l'importation et l'exportation de donnÃes entre plusieurs sources externes;
- Organiser les donnÃes GRC Ã des fins d'information, de planification, d'aide Ã la dÃcision, d'Ãvaluation et de prÃsentation;

- R  diger des requ  tes;
- Collaborer avec lâ  quipe des Services d  admission pour supporter lâ  utilisation strat  gique de Slate afin d  atteindre les objectifs d  inscription.
- D  montrer une connaissance et un enthousiasme pour la collaboration sur les syst  mes et les processus ainsi qu  une sensibilit   aux questions de diversit   et un engagement    constituer un bassin de candidat.e.s diversifi  .e.s sur les plans culturel et   conomique;
- Effectue d  autres t  ches similaires / connexes au besoin.

Experience

- Over 2 years of relevant experience;
- Experience working with CRM systems; experience working with Technolutions Slate is an asset.

- Plus de 2 ans d'expérience pertinente;
Expérience de travail avec des systèmes GRC = expérience de travail avec Technolutions
Slate est un atout.

Education Requirements

Bachelor's Degree in a field such as marketing, communications or journalism / Baccalauréat dans un domaine tel que le marketing, les communications ou le journalisme

Essential Skills

- Excellent oral and written skills in both English and French;
- Ability to communicate clearly and effectively in both official languages with a number of stakeholders including students, parents, guidance counsellors, faculty, and staff;
- Exceptional problem solving and critical thinking skills;
- Strong project management skills with the ability to work independently with little supervision;
- Superior time management and organizational skills and ability to meet deadlines;
- Strong sense of initiative;
- Ability to provide a high level of customer service in a dynamic environment;
- Knowledge of Microsoft Office Suite and strong computer skills;
- Proficient public speaking abilities;
- Willingness to work weekends and irregular hours;
- Valid driver's license and passport.

- Excellentes aptitudes Ã l'Ã©crit en franÃ§ais et en anglais;
- CapacitÃ© Ã communiquer clairement et efficacement dans les deux langues officielles avec plusieurs intervenants tels que les Ã©lÃ©ves, les parents, les conseillers d'orientation, le corps professoral et le personnel;
- Aptitudes exceptionnelles en rÃ©solution de problÃªmes et possÃ©dant une pensÃ©e critique;
- Solides compÃ©tences en gestion de projet avec la capacitÃ© de travailler de faÃ§on autonome avec peu de supervision;
- CompÃ©tences supÃ©rieures d'organisation et de gestion du temps et capacitÃ© Ã respecter les Ã©chÃ©anciers;
- Fort sens de l'initiative;
- CapacitÃ© d'offrir un haut niveau de service Ã la clientÃªle dans un environnement dynamique;
- Connaissance de la Suite Microsoft Office et solides compÃ©tences en informatique;

- Aptitudes Ã parler en public;
- Flexibilit  pour travailler les fins de semaine et des heures irr guli res;
- Permis de conduire et passeport valides.

Other

Bishop s University implements an equal access employment / program under the Act respecting equal access to employment in public bodies and welcomes applicants who are committed to upholding the values of equity, diversity, and inclusion and who will assist us expand our capacity for diversity and inclusion. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including Indigenous peoples, visible and ethnic minorities, persons with disabilities, women and LGBTQ2+.

L Universit  Bishop s applique un programme d Acc s   l  galit  en emploi issu de la Loi sur l Acc s   l  galit  en emplois des organismes publics et accueille les candidats qui s engagent   respecter les valeurs d  quit , de diversit  et d inclusion et qui nous aideront   accro tre notre capacit  en mati re de diversit  et d inclusion. Nous encourageons les candidatures de membres de groupes historiquement d favoris s et marginalis s, notamment les peuples autochtones, les membres des minorit s visibles et ethniques, les personnes handicap es, les femmes et les personnes LGBTQ2+.

How to Apply

If interested, please submit your curriculum vitae and cover letter, including what position you are applying for by August 1st , 2021 before 4:00 pm to careers@ubishops.ca.

Per the Collective Agreement, priority will be given to qualified internal applicants. Please note that only candidates selected for an interview will be contacted and testing may be required; thank you for your interest. We provide support in the recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant s accessibility needs. If you require accommodation in order to participate as a candidate in the recruitment process, please contact careers@ubishops.ca

S.V.P. faire parvenir votre curriculum vitae ainsi qu une lettre de pr sentation, en indiquant pour quel poste vous appliquez d  ci le 1 A ut 2021, 16 :00   careers@ubishops.ca
 Tel que pr vu   la Convention Collective, priorit  sera accord e   un candidat interne qualifi . Veuillez noter que seules les personnes retenues pour une entrevue seront contact es, et que des tests de s lection peuvent  tre administr s ; merci pour l int r t manifest . Dans le processus de recrutement, nous fournissons un soutien aux personnes handicap es afin de r pondre aux besoins en pr venant et en  liminant les obstacles   l accessibilit . Si vous n cessitez de mesures d adaptation pour participer en tant que candidat dans le processus de recrutement, veuillez contacter careers@ubishops.ca