

## Coordinator, Community Engagement

Victoria, British Columbia, Canada · Contract

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### Description

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#### Contract, Victoria BC

The Coordinator, Community Engagement, will play a key role in the region, actively engaging the local community. The Coordinator will be the main local programmatic and administrative support conduit for the wider BC/Yukon team. This position requires a superior level of customer service expertise, accuracy, confidentiality, sound judgment and diplomacy in working with staff, volunteers, program participants and consumers. The Coordinator will also be responsible for providing representational and logistical support to community events and initiatives as required.

### Your impact at CNIB

- You will perform and coordinate programmatic, operational, administrative and logistical responsibilities in the region
- You will assist with onboarding and orientation processes for new volunteers and interns to the team
- You will help make CNIB the organization of choice for volunteers – promoting our commitment to volunteer engagement at every opportunity and developing the active volunteer base needed to support local programs and operations
- You will support the BC/Yukon Foundation Team in developing and steward strong and effective partnerships with community organizations in the region that are aligned to and can help further our mission
- You will build strong, positive relationships with program participants, and seek insight into their unique needs, goals and lived experiences
- Assisting participants in navigating the SmartLife e-commerce site and Completing purchases within the SmartLife Centre through the Point of Sale system
- Co-ordinating community engagement through regularly planned and facilitated learning workshops, participant 1:1 coaching, and new tech deployment training

### Requirements

#### We want to hear from you if you have:

- Post-secondary degree or diploma in a related field
- 2 to 4 years of experience in administration, executive support, customer service, and service delivery within a charity/not-for-profit organization or equivalent experience
- Volunteer engagement and management experience
- Proven track record of success in volunteer coordination and administrative support role
- Excellent customer service expertise
- A detail-oriented approach to all you do
- Advanced proficiency in all Microsoft Office applications
- Proficiency in working with various database customer relations management software applications like Salesforce
- Knowledge of Accessibility Standards and best practices is an asset
- Personal or professional experience relating to blindness and sight loss is considered an asset
- Personal or professional experience working with assistive technology and/or accessible environments is considered an asset

### Benefits

CNIB is committed to creating and fostering an inclusive culture and welcomes applications from diverse candidates, including but not limited to Indigenous peoples, women, candidates with disabilities, and candidates of colour. **We strongly encourage applications from applicants with sight loss. Direct lived experience would be a definite asset.** We're excited to review your application!

Please note: while we invite applications from all interested and qualified applicants, we are unable to follow-up with every applicant.

**Closing date: 10:00 am Pacific Time, June 14, 2021**

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