



**JOB POSTING**  
Updated May 20, 2020

**Engagement Specialist (Mobile)**  
**Department of Research & Engagement**

STRATCOM is an award winning research, communications, fundraising and campaign firm, which helps nonprofits, advocacy groups, unions and progressive political candidates become more effective in their work.

Stratcom seeks an Engagement Specialist (Mobile) in our Research & Engagement Department to manage and execute Engagement communications products and programs, including Prompt.io messaging and Text Banking, Telephone Town Halls (TTHs) and Broadcast Voice Messaging. This post is envisioned to be located in our Toronto office; for the right candidate, posting in Vancouver may be possible.

Stratcom's Engagement products are used by unions, charities, governments, and NGOs to engage, inform and consult with the public, members and stakeholders.

This is a full-time position requiring regular evening work and occasional short notice overnight travel several times per month (post-COVID). The successful candidate will report to the Senior Engagement Specialist, Research and Engagement. This position has the opportunity for advancement and increased responsibility in project and client management.

**Engagement Specialist (Mobile)**

Responsibilities for this position are listed below:

- Set up and deliver on accounts, goals, agent accounts, demos, training, reports, advise as needed for mobile messaging clients and Text Banking
- Maintain and develop Standard Operating Procedures for messaging, including cumulative statistics for analysis
- Develop or assist in developing marketing materials, best practices and internal metrics for evaluating mobile and other engagement tools
- Contribute to optimizing internal sales tracking and communications systems
- Organize and execute Telephone Town Halls (TTHs) including technical set up, training client speakers and support staff, and travelling to client office to provide in person support during the TTH (post-COVID)
- Organization and execute BVMS including: script development, overseeing recording, handling data, testing for quality assurance and CRTC compliance, setting up, initiating and monitoring projects on automated dialer
- Document and improve internal processes and procedures for Stratcom's Engagement products and internal software usability and features
- Other related duties as required

**The successful candidate will be/have:**

- Highly organized and extremely detail oriented with the ability to manage and prioritize multiple tasks
- Extremely reliable and timely
- Able to work evenings a few times per week and travel to client offices across Canada several times per month (post-COVID)
- Comfortable and proficient with computers and telephony
- Excellent communication and interpersonal skills and experience dealing with clients or group training. Able to remain calm in stressful environments and when dealing with groups of clients at a time
- Excellent personal presentation and persuasion skills. This is a sales support position and requires meeting with clients individually, in groups and at conventions/large gatherings (post-COVID).
- Experience working with mobile/digital tools for engagement is essential
- Strong familiarity with Microsoft office suite, Microsoft Excel and Access
- Experience working with election campaigns, databases, texting programs, TTHs and/or BVMs is an asset
- Experience with file format conversion, data management, basic audio file editing is an asset
- Proficiency in another language in high rate of use in Canada is an asset

Remuneration commensurate with experience. Salary range: \$45,000 -\$50,000 per annum, plus benefits.

We are committed to workforce diversity and actively recruit people with diverse backgrounds, experiences and perspectives, which reflect the community in which we live and work. If this description of work excites and inspires you, we want you to apply today.

Stratcom has an accommodation process in place. Applicants requiring accommodation because of a disability or medical need are asked to make their needs known in advance.

Please submit covering letter and resume by Sunday, May 31, 2020 to: [hr.careers@stratcom.ca](mailto:hr.careers@stratcom.ca)

We thank all applicants for their interest but only those shortlisted will be contacted.