



JOB POSTING
Research & Engagement Specialist
Department of Research & Engagement

Stratcom is an award-winning consulting firm that creates and implements innovative and integrated campaign and fundraising strategies for non-profit organizations.

Stratcom seeks a Research & Engagement Specialist. This position is in our Research and Engagement Department (R&E) and is responsible for supporting a variety of research and engagement products and programs, including Telephone Town Halls (TTHs), Broadcast Voice Messaging, public opinion polling, live calling services and SMS texting. This position reports to the Senior Engagement Manager (or designate).

This is a full-time position based in Vancouver, British Columbia, requiring the ability to work evenings a few times per week with potential travel to client offices across Canada when and if necessary. While your place of work is Stratcom's Vancouver office, a hybrid home office arrangement has been approved for this position according to company and departmental policy, and with the approval of your supervisor. This position has the opportunity for advancement and increased responsibility in project and client management.

The following is a list of responsibilities for the position. However, specific duties and tasks assigned will reflect the workload of the department in coordination with the Engagement Manager.

Key Responsibilities

- Organizing and executing Telephone Town Halls (TTHs) including technical set up, training client speakers and support staff, and providing remote support during the TTH. In-person support may be required for future town halls but is subject to pandemic restrictions and conditions. Some travel may be required to run in-person events.
- Organizing and executing Broadcast Voice Messages (BVM)s including script development, overseeing recordings, handling data, testing for quality assurance and CRTC compliance, and setting up, initiating and monitoring projects on the automated dialer.
- Supporting the research team's work on a variety of quantitative and qualitative research products (i.e., focus groups, public opinion surveys).
- Working with the Mobile Solutions texting team on the setup and management of various SMS engagement campaigns.
- Documenting and improving internal processes and procedures for Research & Engagement products and improving our systems with the rest of the team over time.
- Assist with the development of marketing materials, best practices and internal metrics for evaluating Research and Engagement Products.
- Assist the Senior Director with their projects, scheduling, travel and other administrative duties as assigned.
- Other duties for the department as required.

Skills, knowledge and experience requirements include:

- 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 the very occasional weekend as well as travel to client offices across Canada when necessary.
- Technically adept. Familiar with telephony, CRMs, and other software, and willing to grow in technical knowledge and ability.
- 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.
- Strong familiarity with Microsoft Office suite, Windows OS and particularly Excel and PowerPoint.
- Previous experience working with event planning, audio file editing, customer service and data management is an asset.

The starting salary for this position is \$50,000 per annum and the ideal starting date is October 21st, 2022.

We recognize that women, visible minorities, Indigenous peoples, people with disabilities and other equity deserving groups are less likely to apply if they do not meet most of the qualifications. Stratcom finds strength in an environment of diversity, equity, and inclusion. We recognize that lived experience is as valuable as formal education and strongly encourage people from equity-deserving groups who can see themselves in this role to apply.

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, October 14, 2022 to:
carla.mundwiler@stratcom.ca.

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