

Coordinator, Member Engagement

Are you passionate about building vibrant communities and cultivating meaningful relationships in health care?

As an important member of our communications team, you'll play a pivotal role in fostering a strong, connected community among our organization's member base of family physicians online, in person, and at every stage of our member's career. More specifically, you'll have an opportunity to apply your keen eye for communications and member engagement opportunities in the delivery of learner and early career programs. You'll wear many hats: communicator, strategist, and advocate, all with the goal of making connections with people and facilitating community building.

You'll bring a background in communications, community development, or a related field, experience in program coordination or member services, and preferably some exposure to not-for-profit organizations.

Summary of Responsibilities:

- Support ACFP's member engagement programs, event marketing, and/or on-site events (e.g., trade shows, post-secondary orientation/community fairs—virtual or in person)
- Coordinate and support program delivery for the learner segment of the ACFP (e.g., medical students and residents)
- Identify, build, and report on program/event evaluations (e.g., goal setting, questions, design, administration, etc.)
- Coordinate and support the ACFP's First Five Years in Family Practice programming and operational committee
- Liaise with committees to aid in the execution of new or existing programs and services
- Proofread, edit copy, and support the publication of ACFP communications through its channels
- Contribute, generate, and disseminate promotional content for ACFP communications, CPD programs, and events
- Leverage existing (and new) technologies to help facilitate community building, connection, and member interests (i.e. communities of practice) with members and other health professionals
- Coordinate, administer, and support the development of communities of practice and partnerships through the ACFP's online platform – ACFP Networks (Higher Logic)
- Assist in the development and implementation of advocacy campaigns and public awareness initiatives including the ACFP's podcast – the Heart of Family Medicine
- Populate permanent and temporary program and event web properties
- Actively participate and support ACFP staff and other programs during major event planning and delivery cycles

Education, skills, and experience required:

- University degree, diploma, or certificate(s) in a related field
- Two to five-plus years of experience in community-related member programs, communications, and/or customer service
- Outstanding writing, editing, and proofreading skills, with the ability to adapt communications to different audiences and mediums (i.e., presentations, reports, etc.)
- Excellent interpersonal skills that include customer service and team coordination
- Self-motivated with a commitment to learn and deliver on expected results
- Detail-oriented

- Highly organized with the ability to manage multiple projects and deadlines simultaneously
- Experience running online meetings, webinars, and event management
- Willingness and aptitude to learn new software applications used for website, event management, online community, member email, surveys, and analytics
- Experience in a not-for-profit environment or a membership-based organization is an asset
- Background in health care environment is an asset
- Experience in working with Boards and Committees in a not-for-profit organization is an asset

Technical Skills:

- Strong proficiency in Microsoft Office Suite/Microsoft 365 (e.g., Excel, Word, PowerPoint, Outlook, Teams, SharePoint) and Zoom
- Experience with website content management system (e.g., WordPress, Elementor) and social media platforms is an asset
- Experience/expertise with graphic design applications (e.g., Adobe Creative Cloud applications) podcast production, and video editing is an asset
- Experience with community engagement platforms (e.g., Higher Logic, TimedRight), is an asset

Position Assumptions and Benefits

- Regular hours of work are 37.5 hours/week, Monday through Friday
- The coordinator will earn up to 15 days of paid vacation time per year
- Occasional weekend and evening availability will be required
- Hybrid work concessions will be considered after the completion of three months of employment. A comprehensive group benefit package is provided (available after the completion of three months employment)
- RRSP program (Available after completion of one-year employment)

Salary and Benefits

We offer a salary to reflect experience and capabilities as well as a comprehensive benefit package.

Please include your salary expectations in your cover letter.

SEND YOUR COVER LETTER AND RESUME TO:

Susan Wong Armstrong

Associate Director

susan.wongarmstrong@acfp.ca

Alberta College of Family Physicians

#370, 10403-172 Street

Edmonton, AB T5S 1K9

Submission Deadline: First wave of application review and interviews to be completed by May 6. To be eligible submit your resume by April 18.

The position will remain open until a suitable candidate has been selected.