

WATERLOO CO-OPERATIVE RESIDENCE INC.

POSITION:	Community Engagement Coordinator	DEPARTMENT:	Co-operative Development
REPORTS TO:	Office Manager	UPDATED:	March 2017

The Community Engagement Coordinator position was created to work closely with the membership to provide and enhance opportunities for member participation and leadership development within our co-operative community and to develop and grow the co-operative culture at WCRI.

Summary Statement

The Community Engagement Coordinator, as part of the Administrative Staff Team, is responsible for working with WCRI members and staff to build a stronger community within the Co-op.

Primary Duties and Responsibilities

Reporting directly to the Office Manager, the Community Engagement Coordinator acts within organizational policy to perform a variety of duties including:

Community Building

- Organize and lead community activities that provide opportunities for member engagement
- Promote and administer member participation and recognition programs
- Attend meetings, social events, and other WCRI activities as necessary, to identify potential leaders from within our membership and encourage their participation in the WCRI community
- Acting as the primary social media administrator, use social media and other communication tools, including division bulletin boards, and newsletters, to enhance communication within the community
- Implement member feedback activities to assist with the development, implementation, and evaluation of new and existing member engagement activities
- Assist with the development and implementation of the WCRI member alumni program.

Member Leadership Support

- Support the member leadership structure by acting as a staff liaison to the Community Engagement Guides (CEGS) and Inter Co-operative Council (ICC) by:
 - Assisting in identifying candidates for the ICC Chair position;
 - Assisting in the recruitment, selection, training, development, and evaluation process for members in leadership positions;
 - Maintain and track an inventory of WCRI assets purchased through the member participation structure.
 - Assisting in identifying candidates for other ad hoc member committees.
- Support the member leadership structure by acting as a staff liaison to the Judicial Committee:
 - Complete duties of the Judicial Staff Liaison, as outlined in the current *Judicial Policy*
- Support the member newsletter, **toadlane**, by acting as editor, layout coordinator, and liaison to member contributors
 - Coordinate and facilitate the first meeting of the term with member contributors;
 - Edit and coordinate the layout for each issue
 - Liaise with the copy company to ensure each issue is printed on time and within budget;

- Prepare printed issues for distribution within WCRI.
- Act as a staff liaison for other member committees, as appointed by the Office Manager.
- Encourage, support, and facilitate the development and implementation of member initiatives; act as a resource for members working on those initiatives
- Provide in-person support for member leaders at events held outside regular office hours

Member Services

- Plan and coordinate regular community engagement initiatives to enhance the quality of student life by:
 - Identifying community resources that exist and offer services consistent with the needs and wants of the student community;
 - Liaise with those resources to develop community engagement events;
 - Plan and implement engagement events; and
 - Advertise events and encourage member participation.
- Act as a resource to new and returning WCRI members.
- Assist with member conflict mediation, when necessary.
- Create and/or update operational policies, as required by the Office Manager.

Administrative Duties

- Maintain knowledge of member services by providing front desk coverage and assisting on sign-in days
- Prepare and submit written reports regarding activities in the position and member leadership activities
- Track member needs and wants to help identify new member engagement opportunities.
- Monitor the content on bulletin boards in all divisions

Qualifications

Mental Effort

- Computer work; attention to detail needed for data entry
- Alertness, listening, and understanding when addressing inquiries by members
- Ability to multi-task and prioritize work
- Ability to interact with groups of people and with individuals
- Ability to work with interruptions
- Ability to develop new training tools and resources for member education

Physical Effort

- Finger dexterity tasks that require hand-eye coordination at computer station
- Sitting for long periods of time at computer station
- Walking to and within division buildings is occasionally required

Working Conditions

- Repetitive typing/data entry on computer
- Sitting for long periods of time at computer station
- Some evening and weekend work
- Attendance at member meetings, social events, and other group activities required

Supervision

- Reports directly to the Office Manager; must be able to work independently and prioritize task. Work progress is checked regularly, at a minimum through weekly meetings.

Job Requirements

- Post-secondary education in a social service related field or equivalent experience
- Understanding of leadership and skills/techniques that make a good leader
- Previous experience in community development/engagement
- Previous experience with social media and website development/administration
- Knowledge of computer programs, including Microsoft Word, Excel, Windows, and electronic mail
- Ability to communicate and relate well to WCRI stakeholders
- Ability to mediate in conflict situations and maintain objectivity when dealing with member issues
- Knowledge of office procedures and use of standard office equipment