

Community Relations and Administrative Coordinator

About us:

Pivot Point specializes in behavioral, emotional and educational services to children, teens and adults with Diverse Abilities. We have a large staff of passionate service providers caring for the families we serve throughout the Province. We are seeking an optimistic, organized and marketing minded personality to join our Head Office team in South Surrey, BC.

How you fit in. As part of our team of "Admin Strength" the Community Relations Coordinator plays a vital role by being Pivot Point's main voice to the world! So if you enjoy fielding phone calls with a smile in your voice, crafting and curating social media messages that help highlight our staff from around BC, spearheading marketing initiatives, and being part of a core administration team that supports our Province wide operations. . . you might be a great fit!

Nature and Scope:

Your position starts from 9 to 5 pm, Monday to Friday

You will work from a dedicated desk at our South Surrey Head Office. Your duties and responsibilities will grow as you become more familiar with the agency. Your position is available immediately!

Key responsibilities:

Admin Support: Provide administrative support to the team, such as scheduling meetings, typing and distributing meeting minutes, formatting policy manuals and reports, etc.

Intake calls and reception: Completing intake calls (approx 25 a month), setting up new clients in our internal system, greeting guests who arrive at Head Office, and responding to online intake requests and other emails and information requests

Marketing: Developing and implementing online marketing campaigns involving email and Facebook, writing and distributing monthly staff newsletters, creating print marketing materials and more.

Social Media: Developing, managing and curating content on our social media platforms such as Facebook, Instagram, and Twitter.

Events: Promoting and supervising events and workshops throughout the province. This includes providing training and support to Regional Managers on events we are running, recruiting volunteers and attending (when possible) community events we exhibit at, and working with our Regional Managers to build dynamic events that make a positive impact on our

communities.

Track Progress: Using google analytics and other metrics to monitor and report on effectiveness of initiatives, and the growing reach of the department.

Fun facts:

Nice combination of autonomous work and collaboration with others!

Medical and Dental benefits available!

Report to your Office Manager and the Executive Director weekly.

Desired qualities:

Familiar with digital marketing strategies and experience using Facebook for business purposes

Vast familiarity with WordPress and website maintenance

Experience working in a reception or administrative role

Experience coordinating events

Independent, self-motivated, and highly efficient worker

Strong problem solving skills and excellent time-management skills

Strong written and verbal communication skills; able to respond to public facing emails and voicemails professionally and in a timely manner

Positive, warm and professional personality; able to build on our strong and pleasant office environment

Able to respond well under pressure

Knowledge of, or experience working within the social service sector where cultural awareness and alternate languages are an asset!

Required qualities:

You MUST be able to provide the following:

An positive personality!

Proof that you are over 19 years old

A clear Criminal Record Check

Proficiency with Google Drive (Specifically Google Docs and Google Sheets)

Proficiency with WordPress

Experience with social media for business use

Strong attention to detail

To apply:

Please visit pivotpoint.ca/apply-now to complete your application today