

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Engagement Programs Coordinator

**Job ID:** CK1414

**Classification:** Clerk R14

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Employee Services

**Unit:** CRP-Employee Services

**Reports to:** Engagement Program Manager

**Security Screening:** Yes

**Union/Excluded:** BCGEU

### BRANCH DESCRIPTION

The Employee Services Branch provides programs and services for all employees of the Pension Corporation. These services include HR strategy and program development, recruitment and employee relations, leadership development, employee training and development, internal and corporation communications, engagement and event coordination, and property and facility management.

### JOB SUMMARY

The Engagement Programs Coordinator is responsible for the execution and evaluation of engagement programs and initiatives developed by the Employee Services branch including employee recognition, engagement and healthy workplace events/activities to positively impact the overall wellbeing of staff, support their engagement in our organizational community and connection to our strategic direction.

This position develops and maintains collaborative partnerships within the corporation, effectively connecting with employees through the planning, implementation and measurement of wellness and engagement initiatives.

### JOB RESPONSIBILITIES

- Develops, plans and coordinates event/programs by leading planning meetings, gathering information, providing agenda recommendations and event requirements and preparing summaries and plans
- Researches pricing and sourcing of services, supplies and materials by engaging external agencies, professionals, vendors and printers and maintains a list of qualified partners and service providers to assist with the planning and delivery of programs and events
- Conducts research of new approaches and programs, that considers in-depth understanding of relevant corporate/government policies including information security and IT usage agreements, code of conduct, procurement procedures, corporate and branch volunteer/participation procedures, relevant benefits and policies (relating to wellness programs etc.)
- Participates in the development of policies and procedures for staff to follow and technical standards for engagement channels and recognition programs such as podcasts/videos, Executive Town Halls and ACE Awards
- Coordinates opportunities for the CEO and other executive staff to connect with employees and/or service providers through various mediums such as podcasts, tours, meet and greets and special events
- Maintains and enhances a cooperative and collaborative working relationship with service providers and suppliers to ensure effective program coordination and foster long-term partnerships with internal and external clients including executive, directors, branches, work units and committees, and community partners and organizations
- Effectively negotiates expectations and deliverables with internal and external stakeholders while accurately assessing, prioritizing and managing multiple project demands with changing timelines
- Coordinates logistics for program events including venue, equipment and catering, explaining requirements and negotiating products, services and timelines with multiple clients and service providers.
- Orders, organizes and distributes materials (e.g., corporate gifts) and maintains inventory of corporate recognition and engagement stock items and

supplies

- Supports application and maintenance of corporate brand artifacts and brand visual identity standards including print coordination and management
- Monitors expenditures, recommends budget reallocations as required, and prepares budget reconciliation
- Develops, implements and maintains administrative processes to support programs including templates, policies, procedures, checklists and forms; prepares background materials relating to communications plans or engagement initiatives for the VP and Employee Services Director to present to the executive and corporation leadership
- Develops, writes, edits and maintains communication materials such as intranet and social media content, articles, editorials, brochures, key messages, presentations, emails and speaking notes; ensures content meets strategic engagement goals and the proper tone is used for the audience (knowing that some of this communication may initially be received with resistance); oversees graphic development and compiles materials for publication
- Advises the director of Employee Services and executive team and provides recommendations on agenda and event requirements
- Assists with briefing the CEO and special guests on the agenda, presentation materials, parameters, logistics and protocol requirements for events (Staff Day, open houses, strategic engagement events, podcast participants (audio and video) and community events. Oversees events to greet attendees and resolve issues as required
- Ensures prompt and service-oriented responses to inquiries about engagement programs, activities and program information on the corporate intranet; prepares responses including direct emails and key messages to, and to be delivered by, executive, senior leaders and contractors who deliver programs on behalf of the corporation
- Recommends options and approaches to internal and external stakeholders such as clients, contractors, colleagues and senior leadership, to achieve communications objectives including strategies for communicating new or emerging policies, initiatives or projects.
- Leads the consultation process to ensure that programs are delivered effectively and align with the corporation's strategy, values, brand, and goals.
- Evaluates the effectiveness of engagement activities through research and surveys, analyzes and tracks issues, risks, and prepares reports for senior staff. Analyzes roadblocks, organizes information and identifies key factors and underlying causes to generate solutions.
- Acts as a branch liaison and participates as a team lead for specific projects, as determined by portfolio assignment.

## EDUCATION

**Degree/Diploma Obtained**

**Program of Study**

- A diploma or certificate in a related discipline (such as communications, marketing, human resources, business administration, or event management) and two years of related experience; OR an equivalent combination of education and training and three years of related experience.
- A bachelor's degree in a related discipline (such as communications, marketing, human resources, business administration) is preferred.

## EXPERIENCE

**Years of Experience**

**Type of Experience**

Related experience must include:

- Planning and managing events in a large organization;
- Intermediate experience using Microsoft Suite (Word, Excel, PowerPoint and Outlook);
- Experience writing and reviewing a variety of documentation or communications-focused materials; and
- Conducting research and analysis of issues to support the development of and evaluation of programs and activities, from requirements gathering to planning.

## KNOWLEDGE, SKILLS & ABILITIES

- Ability to monitor expenditures, recommend budget reallocations and prepare budget reconciliation
- Excellent interpersonal skills and the ability to establish and maintain effective working relationships with coworkers, clients and other outside contacts
- Accuracy in work performed and attention to detail is essential
- Knowledge of general communications principles, concepts and techniques, basic project management principles and event planning requirements
- Good leadership, problem solving, organizational, and communication (written and oral) skills; ability to explain policies and procedures and communicate complex information in a simplified way to different audiences
- Good analytical and investigative skills; knowledge of research methodologies and techniques (including online) and how to coordinate formal and informal consultation processes
- Demonstrated ability to lead cross-functioning projects that involve stakeholders within and outside the organization

- Ability to ensure accuracy and timeliness of initiatives and their associated communications materials while ensuring production standards are met
- Ability to organize a demanding workload and prioritize and manage multiple project demands while under pressure
- Ability to effectively negotiate with executive and senior staff on engagement program recommendations and deliverables
- Ability to interpret and analyze client needs
- Ability to work independently and as part of a team
- Ability to establish and maintain strong working relationships with branch staff and all levels of staff in the corporation
- Ability to draw on previous experience, knowledge and training to effectively problem-solve in increasingly difficult and complex situations
- Demonstrates advisory and project coordination skills

## CORE COMPETENCIES

### Embracing Learning L1

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Self-assesses against expectations and standards to identify own learning needs in the current position.
- Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
- Openly shares knowledge with other employees.
- Seeks to learn from other employees.
- Takes advantage of learning opportunities provided to meet job requirements.

### Navigating Change L1

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Suggests improvements in the way things are done in the organization.
- Adopts new ideas and ways of doing things.
- Identifies challenges related to change.
- Remains effective in the face of difficult or demanding situations.

### Client Orientation L1

Making it easy for our external and internal clients - seeing things through their eyes.

- Follows established processes to ensure consistent service.
- Responds to client needs in a timely, respectful, helpful, and courteous manner.
- Addresses client issues in order of priority.
- Keeps clients up-to-date on the progress of the service they are receiving.
- Directs clients to alternate service channels that may better meet their service needs.

### Accountability L1

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Organizes own work load, clarifying priorities and expectations.
- Participates in monitoring own performance.
- Adjusts actions to meet expectations.
- Takes action on things that need attention.
- Supports organizational initiatives and activities.

### Inspiring Trust L1

Inspiring confidence by demonstrating integrity and building credibility.

- Communicates professionally with others.
- Presents information in a clear and confident manner.
- Expresses own views while remaining open to alternative perspectives.
- Respects other perspectives and opinions.
- Speaks well of the organization and of each other.
- Follows through on commitments.

### Decision Making L1

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Makes decisions within scope of responsibility.
- Applies guidelines and procedures in making decisions.
- Gathers input / information from different sources to support decision making or further action.
- Seeks guidance when the situation is unclear.
- Applies lessons learned when making decisions.
- Supports established decisions.

**Organizational Focus L1**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Considers the impact of own actions on others.
- Identifies obstacles to existing processes and practices.
- Supports others in the achievement of work unit priorities.