

Job Title: Community Engagement Manager Ottawa/Gatineau Areas

The Role:

The Engagement Manager will work as an integral part of the Local Territory Team. This role involves working with clients across a number of sectors and in various locations and will involve extensive travel.

The specific tasks carried out by EMs will evolve in response to both identified client needs, changing technology, and refinement of our service model, however, the EMs are principally responsible for:

- Managing Existing Business Relationship
- Mentoring Key Contacts
- Strategic Community Engagement Planning & Advice
- Support for Peer to Peer Learning
- Problem Solving
- Software & Digital Engagement Training
- Client Issues Management
- Website & Content Management
- Professional Networking
- Conference Speaking
- Third-Party Training
- Professional Writing

Engagement Manager

Description: Bang the Table's Engagement Managers (EMs) are highly experienced community engagement specialists. The job is a fluid mix of mentoring, consulting, relationship management, training, issues management, and problem solving. While EMs are supported by our online Helpdesk team and a range of other client services strategies, they are the primary point of contact for our clients. EMs are therefore primarily responsible for ensuring that Bang the Table's clients get great value out of using EngagementHQ; that they feel comfortable and competent as system administrators of EngagementHQ; and that they have every opportunity to implement highly effective online engagement strategies using EngagementHQ. In addition EMs are responsible for educating the broader professional communications and community engagement sector about best-practice digital engagement.

Context:

Bang the Table differentiates its service offering from all other online community engagement software providers globally through our deep knowledge of best-practice community engagement. We are wholly committed to demonstrating that engagement of communities online is critical to well functioning democracies. This is both a business mission and business strategy. The EMs are the linchpin in this mission and this business strategy.

Overall KPIs:

- Annual Software Licence Renewal Rate
- Uplift of Existing Business Contracts
- Client Confidence using EngagementHQ
- Client Satisfaction with Bang the Tables services
- Warm new business leads generated through ambassadorial strategies (conferences, networking, external training, trade-shows etc.)

Skills:

- Highly developed written communication skills, and a demonstrated ability to collaborate and communicate effectively with colleagues and clients.
- Strong project management skills, including the ability to manage competing priorities, meet deadlines, work constructively with stakeholders, and work with limited supervision and assist clients with their project management.
- Well organised and time efficient in delivering projects.
- Ability to quickly understand a client's needs and translate into a relevant online platform
- Superior understanding and knowledge on consultation and engagement practices

Knowledge:

- This position will require you to have some working knowledge in using EngagementHQ software or similar.
- Some website design experience and understanding is desirable but not essential.
- Comfort using (or learning to use) a range of SaaS tools such as Intercom, Harvest (timekeeping), Salesforce, and other business operations tools.

Qualifications:

- A relevant tertiary qualification
- Minimum 8 years of directly relevant professional experience across community and stakeholder engagement, government communications, and digital marketing.

Relationships:

- The EM currently reports directly to the CEO in the United States
- Works very closely with the Local New Business team
- Collaborates with the Learning and Practice Manager
- Collaborates with the Chief Product Manager
- No positions report to the Engagement Manager

Other:

- This is a work-from-home position. You will need to have a home-office environment that is both a highly productive work environment and meets OH&S standards.
- This position requires someone to be fluent in French and English
- This position is based in Ottawa
- This role is permanent full-time; 80 hours per fortnight
- An attractive salary package is on offer based on your experience level.

Please contact susan@bangthetable.com or on + 61 403 303 290 for further information

Applications close COB Friday 6th April 2018