



## EMPLOYMENT OPPORTUNITY

### ENGAGEMENT SPECIALIST (ENGAGEMENT LEAD)

<b>START DATE:</b>	Early 2018
<b>SUPERVISOR:</b>	Vince Verlaan, Principal
<b>PAY:</b>	\$110,000 target salary (20% of which is performance-based)
<b>HOURS:</b>	Full-Time
<b>LOCATION:</b>	Downtown Vancouver, BC. Travel outside of Vancouver and BC on projects will be required.
<b>CLOSING DATE:</b>	Rolling until suitable candidate identified
<b>APPLICATIONS:</b>	Submit a cover letter and curriculum vitae with references via email to <a href="mailto:careers@thinkmodus.ca">careers@thinkmodus.ca</a> , stating "Application: Engagement Specialist (Engagement Lead)" in the subject line.

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#### ABOUT MODUS

MODUS is a mission-driven change agency based in Vancouver, BC. Our small and powerful team is working on some Western Canada's most challenging and exciting projects. We primarily work with government and non-profit clients to deliver urban design, neighbourhood to regional scale community planning, and public and stakeholder communications and engagement consulting services. Organizational development, inclusion/equity, and sustainability strategies and services round out our offerings.

We believe in:

- Innovating to provide effective solutions to global and local challenges and issues.
- Building capacity with clients and communities through genuine, meaningful collaboration.
- Having fun while we're at it!

We're passionate about having a collective impact on the world, making it a better place to live today and in the future. We also contribute positively to the generational challenge of sustainability by focusing on the places where people live and how they live.

## LEVEL OF RESPONSIBILITY

This position requires the ability to act independently and to make decisions using discretion. The role may include managing project budgets, ensuring that company policies are followed by junior staff, and authorizing overtime if appropriate.

## POSITION DESCRIPTION

This role is responsible for leading our stand-alone engagement practice, under the supervising Principal, and in collaboration with our planning, urban design, sustainability, organizational development, and urban intersect teams. The position will involve the day-to-day project management of engagement projects in a range of sectors (private sector, non-profit, government, etc.) and of a variety of scales; business development for stand-alone engagement projects; maintaining a high level of quality and consistency in engagement delivery across the firm; contributing to creative and big-picture thinking on engagement policy, practice and training; supervising a team; and, contributing to leadership at MODUS, working closely with other senior staff and principals.

In this role, this person will conduct research, develop policies, analyze data, write and prepare reports, and do other routine engagement work, including public and stakeholder outreach and communications. Core responsibilities will include: preparing and implementing engagement strategies for projects and agency-wide engagement policies; designing and facilitating engagement events of various sizes and complexity; preparing engagement materials, such as display boards, facilitation aids, agendas, questionnaires, and presentations; writing and formatting engagement and project reports in Word and InDesign; and leading stand-alone engagement business development. Responsibilities may also include delivering engagement training to clients.

The ideal candidate will possess excellent outreach and communication skills and will have a strong attention to detail. The ideal candidate will also have demonstrated thought leadership and successful practice in the engagement field. The successful candidate will be a self-starter who brings ideas and solutions to the team, while also building up and on the "strong engagement" models, principles, practices and tools MODUS is known for. Experience in conducting successful and meaningful engagement projects that reached "beyond the usual suspects," plus a passion for diversity, inclusion and impact, is needed.

This role may also require other related duties in keeping with the qualifications and requirements of the job.

### Required skills and experience:

- Bachelor's or Master's Degree in an applicable field.
- 10+ years' professional experience in engagement, including experience in a consulting environment, experience working in a range of fields/sectors/topics.
- At least five years' experience with project management.
- At least two years' experience managing a team.
- Creative, curious, problem-solving, and collaborative attitude and working style.

- Well-organized with strong ability to prioritize assignments and manage workload proactively.
- Must be able to independently problem-solve and learn.
- Must have a careful attention to detail.
- Ability to exercise judgement at all times.
- Required skills:
  - Excellent written and verbal communication skills with English fluency. Writing skills should include an attention to copyediting and grammar, spelling, and punctuation. The ability to check written communications for accuracy is critical, as is the ability to take and transcribe accurate meeting minutes.
  - Sophisticated interpersonal skills, including extensive facilitation training and experience.
  - Deep experience in public/stakeholder engagement, including managing rooms with high emotion and diverse perspectives on challenging topics.
  - Qualitative and quantitative data analysis skills.
  - Ability to work in Mac environment.
  - Advanced skill with Microsoft Office (Word, Excel, PowerPoint).
  - Beginner to intermediate skill with graphic design, including ability to work in Adobe Creative Suite.

#### Desirable skills and experience:

- Tactful communication style and active listening skills.
- Project management experience and/or training. Training and/or experience with diversity, youth, and inclusion-based engagement.
- Team management experience.
- Non-violent communications training and/or experience.
- Training and/or experience in working with emotion and outrage; conflict resolution and de-escalation skills essential.
- Online engagement and online communications skills.

*MODUS knows that diverse teams are strong teams. We welcome people from all identities, backgrounds, and experiences. Our team includes women, men, parents, the self-taught, the college-educated, and people of a variety of backgrounds, ages, and identities. All qualified candidates are encouraged to apply, although Canadians and Permanent Residents will be given priority.*