



POSITION: Program Support
REPORTING TO: Executive Director
HOURS: Full-time (37.5 hours/week)
SALARY/PAY RANGE: \$48,750 - \$51,675

GENERAL PURPOSE:

Reporting to the Executive Director, the Program Support position will support the Executive Director and CLN Staff with day-to-day operations and projects. This role is also responsible for communications implementation and technology support. This position is based at the provincial office in Edmonton.

KEY RESPONSIBILITIES:

- Write, edit and/or coordinate communications including training, marketing, and promotional materials, e-newsletter, blogs, and Social Media accounts
- Support CLN staff with reviewing and editing communications, emails and documents, etc.
- Assist with creating and revising manuals and reporting documents
- Support the administration of the CALP Portal (www.calp.ca) including updating content, administering and managing user accounts and providing technical or trouble-shooting assistance to CLN staff, Board and members as needed
- Coordinate membership renewal and maintain accurate membership records
- Data entry, analysis and reporting
- Support CLN event planning and delivery
- Organize and schedule meetings, including contacting participants, booking rooms, ordering catering and making travel arrangements
- Coordinate supplies and materials for CLN events
- Monitor and maintain office supplies and assist with day-to-day office management
- Maintain adequate knowledge of programs and services in support of CLN membership
- Respond to inquiries via email and phone
- Support special projects and other duties as required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent oral and written communication skills
- Proficiency with Zoom, Microsoft Teams and other online platforms
- Experience with design software is an asset
- Service oriented with a patient, positive attitude
- Strong proficiency in MS Office (Word, Excel, Outlook and PowerPoint)
- Experience and accuracy in data entry and database management
- Ability to prioritize workload, multi-task and deal with interruptions
- Attention to detail is required
- Ensure honesty, integrity, and a strong sense of ethics in all decisions and actions
- Creative and innovative – ability to think outside the box
- A commitment to continuous learning



EDUCATION AND EXPERIENCE:

- Diploma or course work in a related field, such as communications, administration, business, computers, nonprofit administration
- An equivalent combination of education and related experience will be considered
- Experience working in the nonprofit sector is an asset

TRAINING AND BENEFITS:

- This is a permanent full-time position
- Benefits Package (includes medical, dental and health coverage, etc.)
- All CLN staff are encouraged to continue their professional development through attendance at conferences, seminars, courses or other training opportunities that improve job-related expertise; approved professional development is paid for or subsidized by the CLN
- The Executive Director will work with the employee to develop and implement a personalized professional development plan, to support the staff person's success in this position

APPRAISAL AND EVALUATION:

A formal performance review will be conducted at least once a year, and will include a review of the position description to ensure it remains current and accurate.

The Community Learning Network is committed to Reconciliation, Equity, Diversity and Inclusion. All qualified applicants are welcome, regardless of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, or basis of disability.