



COMMUNICATIONS MANAGER

JOB SUMMARY

Position:	Communications Manager
Purpose:	The Communications Manager creates, implements and oversees both internal and external communications that effectively describes and promotes AMSSA's programming, activities, perspective and brand. This position implements, develops strategies and is responsible for measuring the success of AMSSA's communications. This role provides overall assistance to AMSSA's programs by supporting the development of resources and ensuring branding consistency.
Reports to:	Senior Director of Operations and Communications
Classification:	Full-Time Temporary Contract; Maternity Leave Coverage - Backfill: July 31, 2024 – January 8, 2025
Hours & location:	35 hours per week – work from AMSSA's office located Metrotower II, Suite 2308, 4720 Kingsway, Burnaby, B.C. V5H 4N2 with the possibility of working from home 1 day a week
Salary:	\$38.03 / hour benefits provided after 3 months
How to apply:	Please send your cover letter and resume together in one document outlining relevant experience and qualifications to Melissa Jay, Senior Director of Operations and Communications at communications@amssa.org .

- Include position title in email subject line.
- Include your first and last name and the job title of the posting in the title of your cover letter and resume document.

Applications will be reviewed starting July 8, 2024. The posting will remain open until filled and will close without notice. Only shortlisted applications will be contacted.

AMSSA OVERVIEW AND VALUES

AMSSA is a unique province-wide association that strengthens over 80 member agencies as well as hundreds of community stakeholder agencies who serve immigrants and newcomers, and build culturally inclusive communities, with the knowledge, resources and support they need to fulfill their mandates.

- We value **EQUITY** and strive to be the catalyst for change which disrupts systems promoting racial and social injustice.

- We value **INCLUSIVENESS** and work with our members and stakeholders to place voices that have been marginalized in positions of influence, creating space for all perspectives.
- We value **INTEGRITY**, striving to always work to the highest standards, encouraging innovation, risk taking and leadership; we are always open to new thoughts and maintain accountability in our work.
- We value **DIVERSITY**, recognizing our own individual biases and engaging members and stakeholders in meaningful ways that promotes inclusion of all voices and perspectives.
- We value **MUTUAL RESPECT** by respecting what everyone has to offer within their own context of life experiences, opening our hearts and minds to always listening and learning.
- We value **COLLABORATION**, engaging in equitable partnerships, mindfully exploring old and new ideas to advance the work of AMSSA and our members.
- We value **SUSTAINABLE TRANSFORMATION**, engaging in continuous individual and organizational reflection and collaboration to build capacity and integrate what we learn into our culture and infrastructure.

We are an employer committed to advancing opportunities for equity-seeking groups.

DUTIES:

- Oversee and executes AMSSA's branding and communications strategy and plan
- Ensures the focus, style, and relevancy of AMSSA communications is suited to the targeted stakeholder(s) and adheres to AMSSA branding
- Establishes and maintains a system of metrics to evaluate the success of communications initiatives
- Develops and implements effective communications strategies that build awareness of AMSSA programs, brand and member engagement including maintenance of a content and editorial calendar
- Works with AMSSA staff team to complete deliverables and activities through supporting, managing, delegating and liaising with contractors on the communications components
- Oversees, creates, and schedules social media to promote AMSSA resources, events, and facilitate information exchange to stakeholders and the public
- Writes and disseminates AMSSA newsletter, direct messages to AMSSA members and stakeholders
- Manages and maintains AMSSA's websites ensuring information is up-to-date
- Develops and prepares resource materials, shareable graphics, and reports to ensure usability/accessibility, fulfillment of Funder acknowledgement(s) and requirements, and AMSSA branding where necessary
- Reviews all AMSSA communications and publications to ensure branding consistency
- Prepares and supports the development of bilingual (French and English) communications and materials including liaising with interpretation/translation contractors to comply with the Canadian Official Languages Act
- Liaise with contractors and consultants including graphic designers, web developers, translators, interpreters and others on communications projects
- Oversees, organizes and/or supports the logistics for online, hybrid and in-person events including invitations and registrations, communicating with participants, preparing speaker(s) and troubleshooting with speaker(s), and running the platform backend

- Assist in multimedia set-up and technical support for online, hybrid and in-person events
- Simple graphic design, video conferencing or webinar/online video editing as required
- Updates and maintains AMSSA's media list
- Create informative and interesting media releases, media kits, advisories, and op-eds as required
- Receives media inquiries, develops and provides briefings for spokespeople and distribute to appropriate AMSSA spokesperson as required
- Take meeting minutes and notes where necessary
- Work with the AMSSA Team on additional and emerging projects as required

QUALIFICATIONS:

- Experience in communications management or similar role
- Proven experience developing, implementing and evaluating communications strategies
- Experience with social media and building impact with social media content
- Excellent time, resource and project management techniques
- Excellent written and oral communication skills
- Strong analytical and problem-solving abilities
- Demonstrated attention to detail, professional attitude, and ability to maintain confidentiality
- Adaptive and responsive in a dynamic work environment and with shifting priorities
- Ability to work independently, while being a collaborative and communicative team member
- Demonstrate critical thinking and problem-solving techniques
- Knowledge of public and media relations tools and techniques
- Proficient with a variety of software and applications: Office 365 including: Teams, Outlook, Word, Excel, Publisher and PowerPoint; Canva; Mailchimp and database management tools; Google Documents and Spreadsheets.
- Knowledge of cloud-based electronic filing through Dropbox, Google Drive and One Drive/SharePoint
- Knowledge of current technological online meeting and webinar platforms: Zoom, Zoom Webinar, MS Teams
- Experience maintaining websites through WordPress and using online learning platforms such as Moodle and Thinkific an asset
- Experience using Adobe Creative Suite or similar software including graphic design and video editing
- Experience working in the not-for-profit, human services, academic or public sector is an asset
- Post-secondary undergraduate degree or diploma in a relevant discipline is an asset
- Fluency in French is an asset