

Digital Service Squad – Team Member

Community Futures Centre West is currently seeking outgoing, enthusiastic, qualified candidate(s) for the position of Digital Service Squad – Team Member.

Jumpstart your career path and take advantage of this opportunity by developing a wide range of experience in digital marketing and support for small businesses. Community Futures Centre West (CFCWest) is a non-profit organization with over 30 years experience in helping rural entrepreneurs grow and thrive as business owners.

The role of a Digital Service Squad (DSS) team member is to work with clients in assessing their business's online presence, provide recommendations on how to enhance digital capabilities (digital marketing, social media, website, etc.) and provide technical support. Working together with peers you will use your technical expertise to respond to the unique needs of small businesses. DSS members will carry on work using remote technology and in person meetings with clients. You will be required to travel independently to work with clients based in Airdrie, Canmore, Cochrane, Crossfield, Kananaskis and Rocky View County.

The DSS position(s) is part of the Business Link Digital Economy Program in collaboration with Digital Main Street and is funded by the Government of Alberta. This employment opportunity is intended to empower youth, and as such, applicants between the ages of eighteen to thirty years of age may be given preference. This is a limited term position, ending March 31, 2023.

Role

The focus of the DSS Squad member is to work one-on-one with small businesses by providing the following services:

Onboarding

- Utilizing Digital Main Street Platform

Advising

- Prioritizing use of digital tools

Activation/Implementation

- Assist businesses in implementing digital tools

The DSS team member will be responsible for entering daily field notes into a customer relationship management database and project reporting on a weekly basis. The DSS member may be required to attend and/or facilitate webinars, workshops and events related to the Business Link or Digital Main Street.

Qualifications

Qualified applicants will:

- Possess strong communication, presentation, and training skillsets (written and verbal).
- Possess superior relationship building and interpersonal skills.
- Possess excellent organizational and time management skills.
- Have work experience in marketing environments.
- Be a self starter who can work with limited supervision.
- Be able to travel and work independently.

- Be skilled using digital technologies for small business (e.g.: websites, social media and content creation, e-commerce including online reservations and online ordering, Google My Business, video, web analytics, SEM, SEO, CRM solutions, email marketing, market research tools, inventory management, POS, payment processing and productivity tools such as cloud storage, online financial tracking, etc.).
- Be proficient in the use of basic software and collaboration tools such as Microsoft Office Suite (Word, Excel, Outlook, Power Point) and Slack.
- Be proficient in the creation/implementation of marketing tactics/strategies to promote the service to small businesses.
- Previous experience with online and offline marketing is considered a strong asset.
- Previous experience working with small businesses is considered an asset.

Education

Digital Marketing Certificate/Diploma/Degree, or related experience and/or education.

Position Requirements

- This is a limited term position ending March 31, 2023
- One full time and two part time positions are available
- Work hours will be flexible to meet the needs of business owners and availability of the successful candidate

Additional Requirements

- Applicants must be able to prove identity by showing valid government issued identification (Drivers License, Passport)
- Hold a valid Class 5 Drivers License
- Demonstrate proof of education & experience
- Demonstrate technical skillsets by participating in both verbal interview and scenario-based application(s)

CFCWest is an employer with a strong commitment to health and safety and will take every reasonable steps to protect the health, safety, and welfare of its employees/contractors/clients from the hazard(s) of COVID-19. Due to the nature of the work, it is a requirement to be fully vaccinated against COVID-19, unless, unable to receive vaccination due to an accepted medical reason. All prospective candidates will be respectfully asked to provide documentation to support vaccination status prior to receiving a job offer.

To apply please send your cover letter and resume by midnight December 5, 2021 to Jodie Eckert at dss@albertacf.com. In your cover letter please indicate your preference for full, part time and your location.

For additional information on this employment opportunity visit:
<https://centrewest.albertacf.com/about/employment-opportunity>

CFCWest thanks all applicants for applying for this position but only those applicants receiving an interview will be contacted. This posting may stay active until a suitable candidate(s) are found

*All information sent to CFCWest is collected in compliance with section 33 (c) of the Freedom of Information and Protection of Privacy (FOIP) Act. *