OPPORTUNITY POSTING

OCIC Customer Service Assistant

Term: 8-week contract	**Deadline:** May 18, 2021 at 9:00am EDT
Position type: Paid Internship at $15.25/hr	**Interviews:** May 25 - 26, 2021
Location: Toronto, ON (working virtually)	**Beginning:** June 2021

Background:

The Ontario Council for International Cooperation (OCIC) is an expanding community of Ontario-based international development and global education organizations and individual associate members working globally for social justice.

Reporting to the Communications & Content Specialist, the **Customer Service Assistant** will work closely with OCIC staff, members and key stakeholders to support OCIC with developing new and compelling communications content, ensuring OCIC's website content is up-to-date, supporting relationships with key stakeholders, and maintaining existing databases. This position allows for a maximum of 35 hours per week for 8 weeks during June – July 2021. We anticipate this being 5 days a week, working virtually.

Position Description:

The successful candidate will have an opportunity to share ideas, think creatively and take initiative on communications projects, while working closely with the Communications & Content Specialist and other members of the OCIC team to produce new content and engage with diverse stakeholders within the international cooperation sector in Ontario.

Roles and Responsibilities:

Digital Skills

• Updating and optimizing the OCIC website (WordPress)
• Supporting OCIC in developing new video content to be shared across digital platforms

Communications

• Support in the creation of new, engaging content for platforms such as print, web, and social media, including: blogs, graphics, infographics, reports, pamphlets and brochures
• Designing select graphics (including infographics, visual design elements, etc.) for social media, reports, briefs, web, collateral materials
• Assisting in the development of new marking material such as a digital membership pamphlet

Client Services

• Membership relationship development through the implementation of a 'member drive' / interviewing

or speaking with OCIC members to improve member offerings
• Researching member websites to find existing opportunities and activities, and encouraging members to post these opportunities on the OCIC website
• Helping research Ontario INGOs, prospective members and competitors to support OCIC's membership strategy, as well as create relationships with prospective members
• Helping to manage and build strong relationships with key stakeholders, including members

Teamwork
• Participating in meetings and workshops related to communications activities
• Networking, liaising and developing relationships with diverse stakeholders including: youth, feminists, Indigenous, diaspora and disability inclusion groups, organizations and individuals

Leadership
• Ensuring the Sustainable Development Goals (SDGs) and Canada's Feminist International Assistance Policy (FIAP) action areas, as well as gender equality and anti-oppression themes and results are integrated into communications, partnerships, and activities as outlined in our funding agreements and organizational policies

Other
• Helping to document and report on good practices and lessons learned
• Supporting the preparation of qualitative, quantitative and financial reporting items, as necessary
• Other duties, as assigned

Desired Qualifications:
The ideal candidate will have:
• Relevant experience in any or a combination of communications, marketing, stakeholder participation, public engagement, and/or outreach fields
• Experience in and knowledge of international development issues, social justice and global cooperation efforts
• Excellent interpersonal and communication skills, including compelling writing, formatting and editing skills
• Demonstrated ability to work effectively with diverse groups
• Detail-oriented, with a demonstrated ability to organize work, set priorities, meet deadlines, monitor progress towards goals, and track information
• General computer skills and proficiency in programs such as Zoom, Microsoft Office, Gmail and G Suite, MailChimp, WordPress and social media platforms
• An interest in graphic design and content creation, including posters, graphics and blogs, using platforms such as Canva, Adobe Photoshop, and/or InDesign
• Interest in website management
• Dynamic team player with a ready sense of humour, compassion for others, and capacity to work at home
• A demonstrated ability to work independently on assigned duties and projects
• Post-secondary education is preferred; equivalent lived experience will also be considered

COVID-19 Precautions:
All OCIC staff are currently working from home. The successful candidate must have access to a computer and high speed internet connection, and must be able to work virtually. Modest compensation will be offered for use of one's own computer and internet while working for OCIC.

To apply:
This position is funded by the Government of Canada through the Canada Summer Jobs program. Candidates *must* meet the following eligibility requirements to be considered:

- Be between 15 and 30 years of age (inclusive) at the start of employment;
- Be a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*; and
- Be legally entitled to work according to the relevant provincial / territorial legislation and regulations. (International students on a work/study permit are not eligible for the Canada Summer Jobs program. Recent immigrants are eligible if they are Canadian Citizens or permanent residents.)

Please complete OCIC's application form and attach your cover letter and CV here by no later than **9:00 am ESD, May 18, 2021.** Interviews will be conducted online via Zoom **May 25-26, 2021.**

Values in Practice:
OCIC's work, both internally and as a collective of members, is grounded in a shared vision of global social justice, human dignity and participation for all, and is guided by ideals about anti-oppression, human rights, international cooperation, and the appropriate meeting of human needs articulated in a multitude of places by multilateral bodies, states, and civil society groups.

OCIC is committed to the Prevention of Sexual Exploitation, Abuse and Harassment. All OCIC staff, Board, volunteers, members, partners, funders, contracted parties and representatives engaged or working with or for OCIC to provide services on behalf of the Council are required to comply fully with our Prevention of Sexual Exploitation, Abuse and Harassment Policy and Code of Conduct.

As an equity seeking organization, OCIC encourages applications from individuals that represent the full diversity of communities in Canada, including complexities of intersecting identities such as ability, age, class, gender, race and sexual orientation.

Please contact info@ocic.on.ca if you require any accommodations during the application process.