



Bilingual Lead, Partnerships & Special Events (English/French)

Location: Toronto or Remote

Job Type: Full-time, Permanent

About the Institute for Canadian Citizenship (ICC)

The Institute for Canadian Citizenship (ICC) is seeking a partnerships administrator and event planner as we embark upon an exciting new phase of expansion and growth in Canada and internationally.

The ICC exists to unlock Canada for newcomers. Our flagship program is Canoo which welcomes newcomers to Canada by providing free access and special offers, via its app, to our national partner network of over 1400 parks, museums, galleries, science centres and other cultural attractions. We also host about 65 enhanced citizenship ceremonies each year nationwide and conduct leading-edge public policy research on immigration, citizenship, integration and belonging internationally. Each year, we host two marquee events in different locations in Canada: the LaFontaine-Baldwin Lecture and the Adrienne Clarkson Prize for Global Citizenship. These events draw global luminaires such as Ai Wei Wei, Margaret Atwood, His Royal Highness the Aga Khan, and Naomi Klein. The ICC is founded and co-chaired by the 26th Governor General, The Right Honourable Adrienne Clarkson and the internationally acclaimed intellectual, John Ralston Saul.

Our team is incredibly driven and passionate about our work. If you're looking for a diverse and exciting workplace, this is it: our 15 staff hail from 10 different countries.

The ICC is a national organization with international operations. Its office is located in downtown Toronto with team members working remotely in different locations.

About the position:

Your work will have a direct, positive impact on the experience of newcomers to Canada. You will contribute to the Canoo program's success by nurturing and growing the relationships of our Canoo partner network in Canada, while supporting the program's expansion internationally. The experience we'll deliver to newcomers depends on the engagement quality that we can foster as a team with partners and between partners and newcomers.

You will be interacting with Canoo partners daily, providing the tools they need, and making sure that they stay engaged with our program and users. Additionally, you will be supporting the management and growth of Canoo's Francophone partner portfolio.

You will play an important role in coordinating special events, performing tasks in production, hospitality, audience management, and vendor relations to produce world-class events.

You will join a passionate team working with autonomy who embraces big thinking, and attention to detail. You will succeed by bringing your own ideas to the table, to help shape the future of Canoo as a unique program supporting newcomers at a crucial point in their citizenship journey.

This role demands attention to detail, excellent interpersonal and negotiation skills, sound decision-making, as well as familiarity with the culture of purpose-driven organizations.

This is a full-time, permanent position, reporting to the Director of Global Partnerships. Occasional travel may be required.

Main Responsibilities:

Partnerships

- Work with the team to manage and maintain an active Canoo partner network by liaising with partners to provide day-to-day support to resolve issues, provide updates, coordinate projects, and request feedback on Canoo and collaboration possibilities.
- Maintain a record of interactions with partners on the ICC's Customer Relationship Manager (CRM) system.
- Support the negotiation of new partnership agreements and support the on-boarding of new partners to our platform and provide them with the resources to welcome newcomers.
- Contribute to the implementation of Canoo partner townhall sessions, as well as Canoo partner survey projects.
- Support the growth and diversification of Canoo's partner network across Canada, with a particular emphasis on Francophone partners.



- Research and identify opportunities to connect Canoo partners to other initiatives of the ICC such as fundraising, research, and enhanced citizenship ceremonies.
- Support the coordination of joint ICC-partners' marketing campaigns to promote Canoo, and its partners for user acquisition.
- Draft bilingual (French/English) content such as memos, invitation letters, promotional text, and presentations.

Special Events

- Support vendor relations with a special focus on production and catering.
- Execute duties in hospitality logistics for speakers, performers and special guests.
- Participate in event production plans.
- Manage audience lists.
- Maintain a diligent record of events' participants on the ICC's CRM.
- Assist with the production elements of virtual events, including the set-up of webinar platforms, and the participation of the event's speakers, and performers.

Key Qualifications:

- Post-secondary degree or diploma in a relevant field.
- A minimum of 2-3 years of experience in fields such as partnerships management, community relations, public relations, and/or event planning.
- Bilingual in English and French.
- Strong written and verbal communication skills coupled with experience drafting clear and professional messaging.
- Experience using Customer Relationship Management (CRM) systems such as Salesforce or similar and experience managing contact lists or campaign tools
- Excellent organizational and time management skills; ability to work independently and as part of a team.
- High degree of comfort in verbal customer service and negotiations.
- Excellent accuracy and attention to detail with an eye on the big picture.
- Demonstrated ability to work successfully with diverse community members and staff.
- Proficiency with Microsoft Office applications including Excel, Word, Outlook, and PowerPoint.
- Lived or work experience in more than one location in Canada is an asset.
- Lived or work experience internationally or with international stakeholders is an asset.
- Working knowledge in languages other than French and English is an asset.

Salary: \$60,000-70,000.00 per year commensurate with experience and a 10% bilingualism premium for candidates proficient in English and French.

Benefits:

Extended health care
Dental care
Employee assistance program
Life insurance
Paid time off
Professional development opportunities

Schedule:

Monday to Friday with occasional weekend responsibilities

Work remotely:

Temporarily due to COVID-19, and with the possibility of a permanent remote work arrangement depending on the location of the candidate.

Apply:

To apply, please submit a resume and cover letter to Jill Madorsky at jill@peakperformancehr.com. Applications will be accepted and reviewed on an on-going basis.

We thank all candidates for their interest, but only those selected for an interview will be contacted.