

## **Bilingual Program Assistant, Canoo Partnerships (English/French)**

**Location:** Remote or Toronto

**Job Type:** Contract: 3 months (with possible renewal)

### **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 unlocks Canada for newcomers. Canoo provides free or discounted access, via its app, to our national partner network of over 1400 parks, museums, galleries, science centres, performance arts, as well as deals with Canada's leading brands. Canoo also promotes volunteer opportunities of allied organizations. In tandem, the ICC hosts about 65 enhanced citizenship ceremonies each year nationwide and conducts leading-edge public policy research on immigration, citizenship, integration and belonging. Each year, we host two marquee events in different locations in Canada: the LaFontaine-Baldwin Lecture and the Adrienne Clarkson Prize for Global Citizenship.

Our team is incredibly driven and passionate about our work.

The ICC is a national organization founded and co-chaired by the 26th Governor General, The Right Honourable Adrienne Clarkson and the internationally acclaimed intellectual, John Ralston Saul. It's office is located in downtown Toronto with team members working remotely in different locations.

### **About the position:**

You will be working for the development of [Canoo's](#) partnerships, Canada's largest welcome network for newcomers, and you will connect this network with newcomers joining Canoo. You will have a direct, positive impact on the experience of immigrants to Canada.

Initially, you will contribute to Canoo's program success by nurturing and growing the relationships of Canoo with settlement agencies and charities across Canada, while supporting the overall development of program's volunteer reference arm. 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 settlement agencies, charities and other Canoo partners daily to promote Canoo with their newcomer networks, and by collecting volunteer opportunities and activities from these organizations. You will make sure these organizations stay engaged with our program and Canoo members. Additionally, you will be supporting the general management of the Francophone Canoo partner network and the development of the program's material in French.

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 unlocking Canada for newcomers.

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, contract position, reporting to the Director of Global Partnerships. Occasional travel may be required.



### **Main Responsibilities:**

- Liase with settlement agencies, charities and other organizations promote Canoo with their newcomer networks, as well as to collect activities and volunteer opportunities from them.
- Resolve issues, provide tools & updates, coordinate projects, and request feedback on Canoo and collaboration possibilities with organizations assigned to you.
- Grow and diversify Canoo's settlement agency and charities' alliance network.
- Support the negotiation of new agreements and the onboarding of new partners to Canoo.
- Upload text & graphic assets on the Canoo app back-end system received by organizations assigned to you.
- Maintain a record of interactions with partners on the ICC's Customer Relationship Manager (CRM) system.
- Follow-up with organizations promoting volunteer opportunities through Canoo for reporting and tracking.
- Support the coordination of joint ICC-partners' marketing campaigns to promote Canoo, and its partners for member acquisition.
- Draft bilingual (French/English) content such as memos, invitation letters, promotional text, and presentations.

### **Key Qualifications:**

- Post-secondary degree or diploma in a relevant field.
- A minimum of 2 years of experience in fields such as partnerships management, sales, community relations, public relations.
- 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.
- Working knowledge in languages other than French and English is an asset.

**Salary:** 45K-55K CAD Prorated for the time of the contract, commensurate with experience and a 10% bilingualism premium for candidates proficient in English and French.

### **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.

### **Application Process:**

Please submit a cover letter and resumé to Jill Madorsky at Jill Madorsky at [jill@peakperformancehr.com](mailto:jill@peakperformancehr.com)

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



**Institute**  
for **Canadian**  
**Citizenship**

**Institut** pour  
la **citoyenneté**  
**canadienne**

The ICC is an equal opportunity employer committed to developing inclusive, barrier-free recruitment and selection processes, and work environments that support a diverse workforce. If you require accommodation measures during any aspect of the recruitment process, we will work with you to address your needs. Information related to accommodation measures will be treated as confidential.