



Job Profile

Position: Bilingual Communications Officer

Reports to: National Director, Communications
Language Requirement: Bilingual Imperative (English and French)
Employment: Permanent, Full-time
Hiring Salary Range: \$51,000 to \$65,000
Location: Ottawa, ON
Posting Date: February 24, 2025
Reply Deadline: March 10, 2025
Reply to: recruitment@e2rsolutions.com

Position summary

The role of Bilingual Communications Officer provides support on key organization-wide corporate communications functions and provides administrative support to ensure smooth and professional management of the Office of the CEO. This includes corporate communications supports such as national office phone line and email box, translation project management, internal and network communications and events.

The Officer has strong interpersonal and communication skills and is comfortable responding to and supporting executive leaders. This position requires a confident problem solver who knows when to escalate, comfort in managing multiple priorities and with technology, has a commitment to high standards of relationship management, and strong attention to detail.

Duties and responsibilities

Reporting to the National Director, Communications the duties and responsibilities of the Officer include, but are not limited to the following:

Corporate Communications and Events (70%)

- Coordinate United Way Centraide Canada's (UWCC's) document translation system. This includes managing inbound and outbound requests, tracking document workflows, filing and supporting related financial processes,
- Support UWCC's virtual Town Hall and webinar meetings – scheduling, presentation preparation, simultaneous translation platform, invitations and tracking,
- Support United Way Centraide (UWC) network-wide events, virtual meetings and webinars – scheduling, logistics support, simultaneous translation platform, invitations and tracking,
- Respond to/triage public inquiries through UWCC's inbox and phonenumber.

Office of the CEO (30%)

- Taking directions from the Senior Manager, Governance and Office of the CEO, this position

will:

- Provide Ottawa office support – supplies, couriers, in person meetings, catering
- Provide scheduling support for the Office of the CEO and CEO directly

Minimum requirements

The Bilingual Communications Officer possesses the following qualifications:

- Post-secondary education or equivalent experience with focus on communications, public relations, business or non-profit administration, event management or a related field of study.
- Minimum 2-3 years of professional experience in administration.
- Excellent verbal and written communication skills in English and French required.
- Proven experience working with a variety of stakeholders.
- Proven experience with project management at a professional or administrative level.
- Proven experience with event planning tools, booking systems, and digital content management systems.
- Experience working with simultaneous translation platforms, captioning software or generative AI tools is an asset.
- Ability to effectively manage competing priorities to meet deadlines.
- Demonstrate decision-making skills, including when to escalate to supervisor when appropriate.
- Demonstrate sound judgment, tact, ethics and integrity in handling confidential matters.
- Strong organizational and analytical skills to synthesize information.
- Experience working in a not-for-profit organization or in support of an executive office is an asset.

Key relationships

This position interfaces with internal and external contacts:

- Internal: UWCC Executive Team and Staff, UWCC Board and committees
- External: Local UWCs, UWC networks and working groups, United Way Worldwide, vendors and partners

Location

- This position is in UWCC's national office in Ottawa, with a requirement of at least 3 days in the office.
- Regular business hours (830am to 430pm EST), Monday to Friday but may be required to do some work outside normal hours in support of special events or meetings.
- Occasional travel within Canada may be required.

About United Way Centraide Canada

United Way Centraide (UWC) is Canada's leading network of local community builders empowering people to make lasting social change in their community. With a presence across Canada, serving over 5000 communities, our federated network of local United Ways and Centraides (UWCs) tackle the important social issues of poverty and social exclusion in their communities. Our vision is that everyone in every community has the opportunity to reach their full potential. United Way Centraide Canada (UWCC) is the national office that provides leadership and services to UWC members across the country.

We offer:

- Generous paid vacation
- Paid winter break
- Other paid leave options, including parental and volunteer leave
- Summer hours
- Registered Retirement Savings Plan, with matching contributions
- Medical and dental benefits for you and your family
- Sick leave and disability insurance
- Life insurance

Diversity, Equity, and Inclusion

United Way Centraide Canada hires based on merit and is strongly committed to diversity and equity within its community and to providing a welcoming and inclusive workplace. It especially welcomes applications from Black, Indigenous and People of Colour, women, persons with disabilities, people of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities.

How to apply

Please send your cover letter and resume in confidence to: recruitment@e2rsolutions.com. We thank everyone for applying; however, only qualified candidates will be contacted.

For more information, visit <https://www.unitedway.ca/>