

Job Description

Job Title:	Digital Communications & Events Coordinator
Department:	Chemistry
Reports To:	Administrative Assistant to the Chair
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	December 2023

Primary Purpose

The Digital Communications & Events Coordinator is primarily responsible for the creation, updating, and maintenance of the Chemistry and Nanotechnology Engineering websites, as well as department-related microsites. This position also manages Chemistry's events calendar, newsfeed, and social media accounts. In addition, this role is responsible for providing event and administrative support to the Chemistry seminar program, featuring external guest speakers. As part of the administrative staff team in Chemistry, the position assists with the critical needs in the day-to-day operations of the department.

Key Accountabilities

Digital communications

- Responsible for content creation and maintenance of the Chemistry, Chemstores, and department-related microsites;
- Jointly supports Nanotechnology Engineering (NE) program via the website;
- Maintains all aspects of website content, including information for current and future students; faculty, staff, and postdoctoral fellows; photo galleries; and online forms;
- Maintains and updates special events, news and announcements on the Chemistry website;
- Troubleshoots reported issues (e.g. broken links) and performs periodic web audits to ensure optimal performance of all Chemistry web/microsites;
- Provides updates to faculty profiles on Waterloo Online Profile Builder (OPB);
- Creates and updates digital signage linked to the Chemistry website;
- Maintains and updates information in SharePoint sites for Chemistry;
- Manages and posts items to Chemistry's X (formerly Twitter) account regularly;
- Serves as point person for the WCMS, providing support to other web editors within the department;
- Liaises with the Science digital communication team to coordinate web strategy, follow best practices, and collaborate on web-related updates.

Event coordination

- Responsible for administrative logistics for the Chemistry seminar program, featuring invited external guest speakers (international and local);
- Prepares and distributes seminar notices to the department and other departments across campus;
- Coordinates catering and room booking, as required;
- Prepares a visit itinerary for the host to coordinate;
- Arranges hotel accommodations, if required;
- Reviews visitor expense claims and sends to Chemistry Financial Officer to process for payment;
- Updates and maintains the Chemistry seminar group email.

Administrative support to Undergraduate/Graduate Coordinators and Chemistry office

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- Collects Chemistry course descriptions each term from faculty members and posts to the Chemistry website;
- Assists with compiling undergraduate student teaching assistant online applications for distribution to lab instructors via SharePoint;
- Creates and distributes online lab evaluations each term for instructors, labs, and teaching assistants using evaluLITE;
- Other administrative duties and event planning as required by the department.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's degree in communications, digital marketing, media studies, digital experience or equivalent combination of education and experience required.
- Chemistry/science background would be an asset.

Experience

- 1-2 years of experience in web-based communications, including content creation/management and writing social media posts is required. Experience in writing for the web and editing skills required.
- 1-2 years of experience maintaining and updating websites is required.
- Experience with digital analytic tools, reporting, SEO and accessibility best practices is an asset.
- 1-2 years administrative experience in an academic environment is preferred.
- Demonstrated experience in using Excel to create and maintain files is required (e.g., Directory files).
- Previous experience with preparing and reviewing expense claims is an asset.

Knowledge/Skills/Abilities

- Excellent organizational, analytical, and problem-solving skills. Must be detailed-oriented.
- Exceptional verbal and written communication skills.
- Intermediate proficiency in MS Office, SharePoint, and content management systems.
- Experience with web publishing tool is required. Experience with Waterloo Content Management System (WCMS) is an asset.
- Event/project management skills and experience is an asset.

Nature and Scope

- **Contacts:** Interacts with faculty, staff, students, and other personnel, both on- and off-campus. Externally interacts with all visiting speakers and outside vendors as required.
- **Level of Responsibility:** Specialized work with minimal supervision. Provides guidance and training to others. Must be able to interpret and communicate University policies and procedures. (e.g. Policy 31, University Expenses)
- **Decision-Making Authority:** Makes decisions on timelines with regards to daily tasks. Works independently with minimal supervision to achieve objectives pertaining to the maintenance and updating of websites. Problem-solving and prioritizing abilities required.
- **Physical and Sensory Demands:** Minimal physical demands typical within an office environment. Office environment with student/faculty traffic and many interruptions.

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- **Working Environment:** Open-concept office environment with some ongoing background noise from printers/equipment, telephones, and conversations, contributing to an often busy and sometimes distracting environment.