

Digital Service Squad – Team Member

Community Futures Wild Rose is currently seeking outgoing, enthusiastic, qualified candidate(s) for the position of Digital Service Squad – Team Member.

Jumpstart your career path and take advantage of this opportunity by developing a wide range of experience in digital marketing and support for small businesses. Community Futures Wild Rose (CFWR) is a non-profit organization with over 30 years experience in helping rural entrepreneurs grow and thrive as business owners.

The role of a Digital Service Squad (DSS) team member is to work with clients in assessing their business's online presence, provide recommendations on how to enhance digital capabilities (digital marketing, social media, website, etc.) and provide technical support. Working together with peers you will use your technical expertise to respond to the unique needs of small businesses. DSS members will carry on work using remote technology and in person meetings with clients. You will be required to travel independently to work with clients based in Strathmore, Chestermere, Three Hills, Acme, Beiseker, Linden, Irricana, Carbon, Trochu, Standard, Rockyford, Hussar, Langdon, Bassano, Wheatland County, Kneehill County and Rocky View County.

The DSS position(s) is part of the Business Link Digital Economy Program in collaboration with Digital Main Street and is funded by the Government of Alberta. This is a limited term position, ending March 31, 2023.

Role

The focus of the DSS Squad member is to work one-on-one with small businesses by providing the following services:

Onboarding

- Utilizing Digital Main Street Platform

Advising

- Prioritizing use of digital tools

Activation/Implementation

- Assist businesses in implementing digital tools

The DSS team member will be responsible for entering daily field notes into a customer relationship management database and project reporting on a weekly basis. The DSS member may be required to attend and/or facilitate webinars, workshops and events related to the Business Link or Digital Main Street.

Qualifications

Qualified applicants will:

- Be skilled using digital technologies for small business (e.g.: websites, social media and content creation, e-commerce including online reservations and online ordering, Google My Business, video, web analytics, SEM, SEO, CRM solutions, email marketing, market research tools, inventory management, POS, payment processing and productivity tools such as cloud storage, online financial tracking, 360 Camera's, etc.).
- Be proficient in the use of basic software and collaboration tools such as Microsoft Office Suite (Word, Excel, Outlook, Power Point) and Slack.
- Be proficient in the creation/implementation of marketing tactics/strategies to promote the service to small businesses.

- Previous experience with online and offline marketing is considered a strong asset.
- Previous experience working with small businesses is considered an asset.
- Possess strong communication, presentation, and training skillsets (written and verbal).
- Possess superior relationship building and interpersonal skills.
- Willingness to make cold calls via telephone and in-person.
- Possess excellent organizational and time management skills.
- Have work experience in marketing environments.
- Be a self starter who can work with limited supervision.
- Be able to travel and work independently.

Education

Digital Marketing Certificate/Diploma/Degree, or related experience and/or education.

Position Requirements

- This is a limited term position ending March 31, 2023
- One part time position is available (25-30 hours/week) with potential for full-time position
- Work hours will be flexible to meet the needs of business owners and availability of the successful client
- Work from home/remote options available to accommodate applicants

Additional Requirements

- Applicants must be able to prove identity by showing valid government issued identification (Drivers License, Passport)
- Hold a valid Class 5 Drivers License
- Access to a reliable vehicle
- Demonstrate proof of education & experience
- Demonstrate technical skillsets by participating in both verbal interview and scenario-based application(s)

Compensation

- Hourly Wage - \$22 - \$27/hour

CFWR is an equal opportunity employer with a strong commitment to health and safety and will take every reasonable steps to protect the health, safety, and welfare of its employees/contractors/clients from the hazard(s) of COVID-19. Due to the nature of the work, it is a requirement to be fully vaccinated against COVID-19, unless, unable to receive vaccination due to an accepted medical reason. All prospective candidates will be respectfully asked to provide documentation to support vaccination status prior to receiving a job offer.

To apply please send your cover letter and resume by midnight January 31, 2021 to Wendy Gerbrandt at wildroseinfo@albertacf.com

For additional information on this employment opportunity visit: [Employment Opportunities | Community Futures Wild Rose \(albertacf.com\)](#)

CFWR thanks all applicants for applying for this position but only those applicants receiving an interview will be contacted. This posting may stay active until a suitable candidate(s) are found.

*All information sent to CFWR is collected in compliance with section 33 (c) of the Freedom of Information and Protection of Privacy (FOIP) Act. *

We thank all applicants for considering this exciting opportunity with Community Futures Lethbridge Region. Please be advised that the selection committee will only be contacting those individuals chosen for interview. No phone calls or international applications will be accepted. Community Futures values diversity and is committed to attracting, engaging and developing a diverse and inclusive workforce. As well, your privacy is important to us – please rest assured that all applications will always remain confidential. We do not retain or share candidate profiles or resumes.