

Impact Network Program Coordinator - Events and Tourism Sector

This Impact Network Program Coordinator is responsible for supporting the Program Manager with the delivery of services to members from the business events, sporting events and tourism sector. This role focuses on sustainability within the hospitality & tourism industry of Waterloo Region and leverages the resources and services of the Impact Network program. . The Coordinator will assist with member support, best practice documentation, data management and analysis, reporting, communication and events.

We foster the development of the local clean economy by supporting organizations to set ambitious and realistic sustainability targets. We encourage an overall approach to sustainability, with focus on carbon, waste and water operations.

The Impact Network is a fully integrated environmental sustainability program that was designed by and for Waterloo Region. The services and framework are designed to support local sustainability issues in a way that fits with the most common international standards.

As the Impact Network Program Coordinator will focus on supporting the member base within the events & tourism sector by:

Business Development & Relationship Management

- Initiating business development & collaboration opportunities with clients brought forth by ExploreWR
- Assist Program Manager in determining how to best engage members within the Impact Network framework
- Execute excellent customer service to ensure a strong relationship exists between SWR & the member organizations
- Establish sustainability needs and goals of members brought forth by ExploreWR

Reporting, Analysis and Documentation

- Develop reports to internally measure and communicate program progress (ex. member engagement, member target tracking and impact, Sustainable Development Goals tracker, annual surveys).
- Maintain member carbon/waste/water/environmental impact assessment data within the program's reporting tools.
- Data analysis, report generation and relaying results and information to members and stakeholders.

- Develop and update standard, sector specific, operating procedure documents for members.
- Assist in creating custom dashboards and reports in Salesforce

Program Communications and Events

- Develop workshops and/or information sessions for members based on sector specific members needs and interests
- Support events execution as required and requested by the events team.
- Support with communications for the program including: event promotions, blogs, member portal updates, case studies, social media, meeting coordination.

Program Services Support

- Support members with technical data input & in application/software use
- Support member organization projects and green teams as needed.
- Support the Program Manager with content development for the organization's Year-End Report.
- Support Program Manager & Impact Network members during times of Program Manager's absence (e.g. vacation).
- Coordinate member invoicing activities with the finance team.
- Collaborate with volunteers on the completion of many of the above tasks.
- Participate in team meetings including: Office Team, SWR Team, and program meetings.

As a strong candidate for this role, you have the following skills, attributes, and experience:

- Passion for environmental issues, community-based leadership, and Waterloo Region.
- Knowledge with the tourism industry is an asset
- Outstanding organizational skills with a strong attention to detail.
- Knowledge of greenhouse gas accounting, waste audits, and water footprinting
- Team player with the ability to work with a diverse group of people.
- Strong communication skills
- Results-oriented and self-driven to succeed.
- Impressive time management skills with the ability to juggle multiple projects of varying natures simultaneously.
- Experience with G Suite, Salesforce administration and Mailchimp, recommended
- Experience with Wordpress, an asset
- Availability outside of 9 AM-5 PM for events and volunteer meetings.
- Experience coordinating meetings and/or events, an asset

Employment Details: This is a one year position (with the possibility of extension)

Compensation: \$45,000 annually

Benefits: Team members can access a benefits package available for this role following the successful completion of a 90 days probationary period.

Work Location: This position is hybrid. Weekly, every Wednesday the team works in person at the SWR office located at 420 Wes Graham Way, Waterloo, Ontario N2L 0J6. For the rest of the week, the team member may choose to work remotely or in person.

To apply please: Submit your cover letter and resume to Taginder (recruitment@sustainablewr.ca), with your name and the position title clearly marked in the subject line

Sustainable Waterloo Region is committed to creating an accessible and diverse culture where everyone belongs. We commit to actively working to empower full participation and ensure fair treatment within our organization, for those we serve, and for generations to come.

We believe diversity strengthens our organization, and we strongly encourage applications from qualified candidates of any background and lived experience. If you require accommodation, please let us know.