



**JOB TITLE:** Digital Communications & Administration Coordinator

*Part-time four-month contract. Remote work with flexible hours.*

Trustmode is a consultancy focused on entrepreneurship, education and social innovation consulting and coaching. We also own <https://ConsultantJournal.com>, a leading content and service provider for independent consultants. We practice with an eye to the UN Sustainable Development Goals, and our clients reflect the diversity of our community.

We are seeking a Digital Communications & Administration Coordinator who will support clients and our company's in-house team.

***This position is conditional on funding from the Digital Skills for Youth Program. Applicants must consent to taking part in the program and completing all parts of the application, evaluation and administrative process.***

### **The Job Role**

Supporting digital sales and marketing operations by managing our online sales and customer relationship management systems, digital sales and marketing, digital proposal processes, and task management.

### **About This Role:**

- Supporting daily operations by checking our incoming emails and messages, managing online bookings and appointments, and responding to basic inquiries, as well as reporting on sales and marketing pipeline workflow.
- Supporting our company and providers with digital sales, marketing and communication content (may include Instagram, Facebook, LinkedIn, Twitter, website, proposals, newsletter, online events, webinars, podcasts, media inquiries, Thinkific)
- Researching content for responses to proposals, client and community engagement, business plans, and digital sales and marketing initiatives
- Monitoring our sales and marketing funnel, social media analytics and Google Analytics and making recommendations for improving conversions
- Supporting sales and marketing with transcribing, editing, and note-taking as needed
- Assisting with implementation of business IT tools
- Answering phone, returning phone calls, booking online video meetings, and assisting with responding to leads and inquiries

- Other duties as required

**Who we're looking for:**

- Applicants must be between the 15-30 years of age, a post-secondary graduate, not in receipt of EI while employed in this position, and legally entitled to work in Canada (to meet [Digital Skills for Youth Program](#) requirements)
- Minimum of one-year of related administrative, marketing, sales administration or communications experience
- Strong research, writing, editing and communication skills
- Proven skills in digital marketing and sales systems and office productivity applications
- Courage, resilience and comfort with working in socially innovative spaces with diverse clients. Lived experience is welcome.
- Professional, accountable, well-organized, self-starter who takes initiative and responsibility and can work independently. We are an upstart consulting firm going through rapid growth and the ability to think on your feet while working with socially innovative content is a must.
- Flexible and quick thinking — with good time management skills and ability to work under pressure.
- A keen interest in building business systems to support a socially innovative business is key.
- Post-secondary university training in psychology, social work, social justice, communication, English, journalism, media, sales and marketing, or business. The lived experience of those who are LGBTQ2S+, racialized, BIPOC, have disabilities or who have faced structural barriers and systemic oppression is valued and recognized.

Interested? Apply by sending your resume and cover letter to [andrea@trustmode.com](mailto:andrea@trustmode.com), with the subject line "DS4Y Admin & Digital Marketing Coordinator". In the body of your email, please confirm that you meet all of the eligibility criteria set out by Innovate BC's Digital Skills for Youth Program.

Please apply by December 22, 2020.

Trustmode Marketing  
<https://trustmode.com>