

**Job Title:**

Education Engagement Coordinator

Salary Range:

\$60,000-\$75,000

Reporting Structure:

Full-time permanent reporting to Senior Education Manager

Job Scope:

Are you passionate about education, engagement, and life sciences? Join a dynamic organization at the forefront of scientific innovation and play a pivotal role in shaping the next generation's understanding of genomics and its real-world applications. This is your chance to contribute to meaningful outreach that makes a difference in British Columbia and beyond!

Genome BC is seeking a customer-focused, highly organized Education Engagement Coordinator to expand the reach and impact of our Geneskool® program. You excel at building relationships and will connect educators, host institutions and volunteers with engaging life sciences experiences. Your primary goal is to coordinate opportunities for the delivery of Geneskool programs by driving customer engagement, satisfaction, retention and growth. Through creative problem solving, excellent coordination and collaboration with internal teams, you will be instrumental in bringing Geneskool's vision of accessible and engaging life sciences outreach to life.

We offer a collaborative, innovative, and supportive working environment, a competitive salary with great benefits, a flexible and hybrid working model, professional growth and opportunities for travel across BC.

Duties and responsibilities:

- Coordinate service request processing, scheduling and after-sales support for customers across Geneskool programs. Liaise with Education Manager, Operations to maximize delivery rate
- Identify, refine and communicate compelling value propositions for Geneskool services to our audiences; educators, host institutions and volunteers
- Acquire new customers and develop campaign strategies for their retention; newsletters, calls, meetings, activations and conferences
- Proactively offer solutions or improvements to Geneskool services using direct engagement and data to anticipate customer needs

- Collaborate with Genome BC Communications staff to create Geneskool materials aligned to Genome BC's brand, including; press, social media and advertisements

Qualifications, Skills & Abilities:

- Customer-centric with proactive and effective communication skills is required
- Results-driven with excellent organization and coordination skills is required
- Positive and enthusiastic attitude with strong knowledge of marketing and sales fundamentals is required
- Understanding of the BC public education system is a considerable asset
- Technical proficiency with CRM & social media platforms, digital marketing tools, productivity software and Microsoft suite is an asset

Education and Experience:

- A relevant degree or equivalent experience in education, marketing, or a related field.
- At least 2 years experience in program coordination, customer engagement, or marketing.
- A valid class 5 driver's license

How to apply:

Applicants should include a current CV with a cover letter indicating the anticipated start date and the names and contact information for at least two references. Please send the application in MS Word or PDF via email to careers@genomebc.ca

Application deadline: 5PM February 25th, 2025

We thank you for your interest in Genome BC. Only those candidates short listed for interviews will be contacted. No phone calls please.

About Genome British Columbia:

Genome BC is a not-for-profit organization that has advanced genomics research and innovation for nearly 25 years, growing a world-class life sciences sector in BC and delivering sustainable benefits for British Columbia, Canada and beyond. Genome BC has attracted over \$1 billion in direct co-investment to the province, which has contributed to funding more than 550 genomics research and innovation projects. These initiatives enhance healthcare and address environmental and natural resource challenges, improving the lives of British Columbians. Genome BC also integrates genomics into society by supporting responsible research and innovation and fostering an understanding and appreciation of the life sciences among educators, students and the public. www.genomebc.ca

Our Values:

- **Integrity** is at the core of our decisions and actions
- **Empathy** is integral to our relationships

- **Commitments** are honoured with passion and purpose
- **Boldness** and agility motivate our pursuits
- **Curiosity** and wonder inspire us