

## Member Support Specialist

### Who We Are

The Canadian Research Knowledge Network (CRKN) is a partnership of Canadian universities, dedicated to expanding digital content for the academic research and teaching enterprise in Canada. Through the coordinated leadership of librarians, researchers, administrators and other stakeholders in the research community, CRKN undertakes large-scale content acquisition and licensing initiatives in order to build knowledge infrastructure and research and teaching capacity in Canada's universities.

On April 1<sup>st</sup>, 2018 CRKN merged with Canadiana.org which has allowed our teams to cohesively pursue a united and coordinated strategy to leverage Canadian heritage and scholarly content. As a merged organization, CRKN will continue its core licensing activities for scholarly journal content, while expanding support for the digitization, access and preservation of Canadian heritage content through the services of Canadiana.

### The Role

The primary function of the Member Support Specialist is to support the users of the content and services offered by CRKN. The Member Support Specialist is also responsible for the maintenance and enhancement of the Canadian National Digital Heritage Index (CNDHI). The Specialist works alongside CRKN's licensing, content, marketing, and Canadiana services personnel on member and community focused projects and services.

The Member Support Specialist has a strong sense of initiative and ingenuity and is able to problem solve quickly and in ways that benefit both the team and the users of CRKN's content and services. The ability to respond to inquiries in a timely, helpful, and professional manner is essential for success in this role. Exceptional of customer service as well as communication skills, both verbal and written, are essential for this position. The Specialist has an interest in and knowledge of the heritage sector. The Member Support Specialist will have advanced computer skills and be comfortable using a variety of technologies.

### Duties and Responsibilities

#### 1) Communications and Marketing (50%)

- Under the direction of the Director, Marketing and Stakeholder Engagement, participate in the development and implementation of communication strategies for CRKN
- Recommend to the Director, Marketing and Stakeholder Engagement, strategies for enhanced digital heritage services and outreach to users, members, and stakeholders
- Under the direction of the Director, Marketing and Stakeholder Engagement and in consultation with the Manager, Digitization and Heritage Collections, develop, draft, and track social media messaging (such as Twitter, Facebook, and LinkedIn) as it relates to digital heritage
- Undertake primary responsibility for the development, maintenance and enhancement of the CNDHI website including adding appropriate collections and growing the user community
- Provide input and support, as needed, to other organizational communications materials
- Participate in overall CRKN planning and promotional activities, including presentations at meetings and conferences (in English or French), and undertake other duties as required.
- Prepare informative documents on digital heritage services for committee and board meetings as needed

#### 2) User Support (45%)

- Provide timely, effective bilingual support to users of CRKN digital content and services
- Liaise with CRKN staff from different departments to determine effective solutions and problem solving for user needs
- Based on user needs, suggest improvements to CRKN digital heritage services
- Under the direction of the Senior Member Services Officer, develop user support tools for the Canadiana platform
- Track, categorize, and analyze digital heritage service inquiries to improve CRKN's digital heritage service offerings
- Assess and respond to CRKN member needs as they relate to content and services and report needs to the relevant committee
- Support the content and licensing team in their member services functions

### 3) Administrative Support (5%)

- Support other governance and administrative functions as required

In a small team environment everyone is expected to work towards overall CRKN goals and at times a team effort is required that may involve taking on tasks outside the normal or expected scope of their role. Other duties may be assigned as required.

### Qualifications:

The ideal candidate will possess the following qualifications of education, experience and skills:

- Minimum of a postsecondary degree in a relevant field such as library and information studies, archives, history or related field
- Excellent communication skills, both written and verbal in English and French; fluency in both official languages will be considered an asset
- Experience in the heritage sector will be considered an asset
- Excellent social media skills, ideally as it relates to user support (Facebook and Twitter)
- Experience in user support will be considered an asset
- Technical proficiency, with particular attention to Internet technologies, will be considered an asset
- Team player with demonstrated ability to adapt to changing environments and multiple deadlines, and to work well under pressure with discretion, tact, and good judgement
- Demonstrated ability to work independently with a strong sense of ownership to achieve results for the overall organization
- Ability to travel on occasion when required
- Desire to work as part of an internationally recognized team

### Benefits

CRKN offers a generous benefits package including vacation, health and dental benefits, and pension match.

### Term

Full-time, Permanent

### Location

Ottawa, Ontario

## To Apply

Please send a letter of application and resume via email to:

Canadian Research Knowledge Network  
Attn: Rebecca Ross, Director of Marketing and Stakeholder Engagement  
Email: [hr@crkn-rcdr.ca](mailto:hr@crkn-rcdr.ca)

(Please reference **Member Support Specialist** in the e-mail subject)

**Closing date: Friday, November 30<sup>th</sup>, 2018**

We thank all applicants for their interest in CRKN, however only those candidates selected for an interview will be contacted.

*CRKN is an equal opportunity employer, with policies and practices intended to build an inclusive and accessible work environment. If you require accommodation during the recruitment process, please include in your cover letter when applying for the position and all efforts to provide the appropriate accommodation will be put into place.*