

Job Title	Engagement Specialist	Organization	Naut'sa ma mawt Event Management
Rate	\$75,000-\$80,000	Department	Engagement Department
Position Type	Full Time Permanent, 35 Hours per week	Supervisor	Manager, Engagement Department
Apply	Please send your resume and cover letter to gerritw@nautsamawt.com		

Summary

Guided by values deeply informed by our Indigenous roots, Naut'sa mawt Event Management offers event management services that are inherently culturally safe and respectful, and prides ourselves on the continual and respectful integration of Indigenous cultural activities and ceremonies in the events we manage.

The Engagement Specialist is responsible for designing, leading, and supporting meaningful public engagement processes, with a particular focus on working with Indigenous communities across Canada. This role ensures that engagement activities are inclusive, respectful, culturally appropriate, and aligned with best practices in reconciliation and relationship-building.

The Engagement Specialist works closely with the Engagement Department and our clients to plan and deliver engagement strategies that foster trust, support informed decision-making, and elevate diverse perspectives; particularly those of First Nations, Inuit, and Métis communities.

Responsibilities:

Support Naut'sa mawt Event Management, under supervision of the Manager, Engagement Department, in providing our clients with the following services, ensuring that quality standards are maintained and consistently delivered in all areas of responsibility. These services include, but are not limited to:

- Engagement Planning and Design Services
- Engagement Implementation Services
- Notetaking Services
- Report Writing Services
- Administrative Services

The Engagement Specialist will be responsible for designing and implementing comprehensive engagement strategies for projects on a local, regional, and national scale. Serving as the primary point of contact for clients throughout the project lifecycle, they will work collaboratively to guide the client experience from the initial kick-off through to project completion, ensuring clear communication, high-quality deliverables, and an exceptional client experience. In doing so, they will:

- Serve as the primary point of contact for assigned engagement projects, coordinating the client experience from conception to the delivery of the engagement and any final reporting products as required.
- Participate in discovery calls, kick-off meetings, and ongoing client discussions to understand project objectives, engagement requirements, timelines, deliverables, and expectations.
- Develop and manage project work plans, including tracking deliverables, timelines, responsibilities, budgets, and project risks to ensure successful execution
- Collaborate closely with internal departments, including Event Planning and Arts & Experience, to ensure integrated planning and seamless engagement delivery
- Coordinate and support the work of the Reporting Coordinator, providing project context, assigning work, monitoring progress, and ensuring reporting deliverables meet project requirements
- Lead or support facilitation, notetaking, and reporting activities during assigned in-person and virtual meetings, engagements, conferences, and workshops, as required
- Identify and proactively address project risks, scope changes, or client concerns, escalating matters to the Manager, Engagement Department, when appropriate while maintaining a positive and responsive client experience throughout the engagement

The Engagement Specialist will lead engagement processes with the public, including Indigenous communities, ensuring approaches are culturally appropriate. They will provide strategic advice to clients on engagement planning, including overall engagement strategy, design of specific touchpoints, and incorporating specific regulatory, ethical, and reconciliation considerations. In doing so, they will:

- Develop tailored engagement plans that align with project objectives, timelines, and the needs of diverse audiences and communities
- Identify appropriate engagement methods and tools (e.g., in-person sessions, virtual platforms, surveys) to maximize participation and inclusion
- Monitor and adapt engagement strategies throughout the project lifecycle to respond to emerging needs, risks, and opportunities
- Develop and oversee the creation of engagement materials (i.e., plans, reports, summaries, and communication tools), independently and in collaboration with team members, ensuring materials are tailored to diverse audiences.
- Advise clients on culturally appropriate and relationship-based approaches to engagement with Indigenous communities, including protocols and governance considerations
- Design engagement touchpoints and processes that reflect regulatory requirements, ethical standards, and commitments to reconciliation
- Support clients in navigating complex or sensitive engagement contexts, providing guidance on risk mitigation and inclusive decision-making

The Engagement Specialist will work with partner facilitators to facilitate meetings, workshops, and community sessions (in-person and virtual), including with diverse audiences, and possibly on high-stakes topics. In doing so, they will:

- Coordinate with facilitators and partners to plan and deliver effective, inclusive engagement sessions aligned with project objectives
- Support or co-facilitating discussions to ensure respectful dialogue, balanced participation, and clear documentation of input
- Prepare materials and brief facilitators in advance, and contribute to post-session follow-up, including summaries and next steps

The Engagement Specialist will be responsible for and oversee the authoring of Meeting Summaries, What We Heard Reports, Transcriptions and other written works as requested on various topics related to creating positive impacts for Indigenous communities. In doing so, they will:

- Accurately capture and summarize important information, quotations, and key takeaways during assigned in-person and virtual meetings, engagements, conferences into a variety of written products as requested by our clients
- Synthesizing raw notes into What we Heard Reports, Summaries, Brochures, Infographics, etc. through the provision of a comprehensive overview of participant input. These reports will summarize main themes and perspectives expressed by participants and include direct quotes or paraphrased comments to illustrate the diversity of viewpoints.
- On occasion, work closely with other members of the Engagement Department and Events Department to review, provide comment, and edit documents written by other team members

The Engagement Specialist will assist the Manager, Engagement Department in the strategic development of Naut'sa mawt Event Management's Engagement Services through:

- Assisting with research and development of tools to support the Engagement Department's products, services and internal processes
- Proactively identifying, monitoring, and pursuing sales opportunities, including Requests for Proposals (RFPs), partnerships, and new client relationships
- Building and strengthening relationships through ongoing networking, outreach, and attendance at conferences and industry events, as needed
- Identifying and advancing opportunities for cross-collaboration across Naut'sa mawt departments to enhance service offerings and proposal strength
- Supporting broader sales and marketing initiatives, including drafting communications, proposal templates, and promotional materials as requested.
- Assisting with preparing and delivering quotations, RFPs, proposals, and contracts for reporting services

Perform professional administrative and clerical duties in accordance with Naut'sa mawt Event Management approved practices, policies, and service standards including:

- Maintaining electronic and hard copy filing system as directed
- Opening, sorting, scanning, coping, emailing, and distributing incoming/outgoing correspondence/documents when applicable.
- Accurately updating information into company CRM
- Participating in staff meetings, retreats, strategic planning sessions and other staff events as requested by President or Manager, Engagement Department.
- Maintaining strict confidentiality and exercising sound judgment and discretion when dealing with sensitive issues
- Participating in Indigenous cultural training and remaining up to date on Indigenous cultural practices, traditions, and best practices to enhance the representation and experience of Indigenous events.
- Monitor areas of responsibility for opportunities for improvement and innovation and work proactively to implement these ideas.
- Carrying out other duties as assigned that are essential to the position as directed.

Education and Professional Experience

- Minimum 5+ years experience in public engagement, consultation, or community relations.
- Completed bachelor's degree or higher.
- Proficiency in Adobe Acrobat and Microsoft Suite programs including Word, Excel, and PowerPoint
- Demonstrated experience engaging with Indigenous communities in Canada, including understanding of cultural protocols, governance structures, and historical contexts is considered an asset
- Experience designing and leading engagement processes, ideally on complex or multi-jurisdictional projects is considered an asset
- Member of IAP2 – International Association of Public Participation (strongly preferred), or equivalent training in engagement specific courses

Knowledge, Skills, and Abilities

- Proficient reading and writing skills, including strong proofreading and copyediting abilities.
- Skilled at analyzing and summarizing information
- Confident in providing feedback to contractors regarding their work and writing.
- Ability to work independently and act on own initiative.
- Proactive and able to manage multiple projects while meeting deadlines
- Excellent interpersonal and communication skills, both written and spoken
- Bilingual (English / French), or knowledge of Indigenous languages is considered an asset
- Experience with digital engagement tools and platforms
- Previous training in public engagement, and familiarity with the International Association of Public Participation (IAP2) is considered an asset

Other

- Ability to attend events located across Canada is required.

- May be required to work nights, weekends, and holidays.
- Adherence to Naut'sa mawt Tribal Council policies and procedures
- **Note:** This is a remote position for those located within the Lower Mainland BC or Vancouver Island area. Ability to attend company meetings / events within this area is required.