

## Job Description – Facilitation and Reporting Assistant

### 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.

Reporting to the Facilitation and Reporting Manager, the Reporting Assistant is responsible for helping maintain the smooth delivery of Naut'sa mawt's facilitation and reporting services for the Events Department at Naut'sa mawt Resources Group. This role will require collaboration with a variety of internal team members, contractors, clients, and other stakeholders.

### Responsibilities:

- Support the Naut'sa mawt Event Department, under supervision of the Facilitation and Reporting Manager, 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:
  - Facilitation services
  - Notetaking services
  - Report writing services
  - Transcription services
  - Editing services
- Assist the Facilitation and Reporting Manager in overseeing facilitation and reporting contractors, including but not limited to; facilitators, notetakers, report writers, translators, and editors. Tasks may include:
  - Assisting with the processes of hiring and onboarding new contractors
  - Assisting with scheduling contractors when needed
  - Providing regular feedback and edits adhering to internal the style-guide to improve contractor work and maintain Naut'sa mawt's standards of quality and customer service
  - Monitoring contractor hours to ensure quality billing standards are maintained
- Assist Facilitation and Reporting Manager in the strategic development of Naut'sa mawt Event Management's facilitation and reporting services through:
  - Assisting with research into facilitator engagement strategies for both onsite and virtual events
  - Assisting with research into tools for supporting and expediting both onsite and virtual reporting services
  - Supporting sales/marketing initiatives including drafting communications and promotional materials, template creation and other duties as requested

- Assisting with preparing and delivering RFPs, bids and contracts for facilitation and reporting services
  - Monitor areas of responsibility for opportunities for improvement and innovation and work proactively to implement these ideas
- When collaborating with Naut'sa mawt Event Managers/Coordinators, whose clients require reporting services, the Facilitation Reporting Assistant will work to:
  - Meet reporting requirements through booking notetakers and report writers while meeting client's budgets and deadlines.
  - Ensure strong ongoing communication strategies between Event Managers, Facilitation and Reporting Manager, and Contractors to maintain transparency of service delivery and client satisfaction
  - Offer Naut'sa mawt Event Managers/Coordinators accurate and timely quotes to fulfill their Facilitation and Reporting needs
  - Perform notetaking and report writing services for both in-person and virtual events when necessary
- Perform professional administrative and clerical duties in accordance with Naut'sa mawt Event Management approved practices, policies, and service standards including:
  - Communicating and responding to routine requests or inquiries via telephone, email, or in-person;
  - Adhering to budgets and maintaining accurate records of expenses and invoices collected
  - Maintaining electronic and hard copy filing system
  - Opening, sorting, scanning, coping, emailing, and distributing incoming/outgoing correspondence/documents when applicable.
  - Accurately updating information into company CRM
  - Participating in staff meetings, staff retreats, strategic planning sessions and other staff events as requested by Director, Event Management 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
  - Carrying out other duties as assigned that are essential to the position as directed

### Education and Professional Experience

- Minimum 2 years experience in a related field. For example, communications or journalism, administration
- Completed bachelor's degree or higher



## Naut'sa mawt Resources Group

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- Proficiency in Adobe Acrobat and Microsoft Suite programs including Word, Excel and PowerPoint
- Experience working on a variety of virtual event platforms such as Eventbrite, Zoom or Teams is considered an asset
- Experience working with Indigenous communities is considered an asset

### 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

### Other

- Ability to attend events located across Canada on occasion is required
- May be required to work nights, weekends, and holidays on occasion
- 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