

Position Title:	Community Engagement Facilitator– Applicant Support (<i>Maternity Leave Coverage</i>)		
Reports To:	Director, Marketing and Engagement		
Classification Level:	Pay Grade 7	Date:	July 2026

About EducationPlannerBC

EducationPlannerBC (EPBC) is B.C.'s provincial application and data exchange hub designed to provide improved access to post-secondary education in B.C. by engaging and informing applicants and their supporters throughout their post-secondary researching, planning and applying stages. EPBC works to proactively innovate for our applicants, public post-secondary institutions (PSIs), and government partners.

Position Summary

The Community Engagement Facilitator– Applicant Support reports to the Director, Marketing & Engagement. They are responsible for delivering applicant support by responding to online inquiries with timely, clear, and accurate communications, contributing to an informed and positive applicant experience when accessing information and services through EPBC's website.

This role is accountable for coordinating EPBC's applicant support services including monitoring, assessing, and responding to inquiries received through the website contact form and support email inbox. Working closely with internal teams, this role identifies and escalates concerns, supports issue resolution, and facilitates effective communication.

The Community Engagement Facilitator– Applicant Support is organized, detail-oriented, and professional in delivering responsive support within a fast-paced, public-facing environment. They can communicate effectively with diverse audiences, demonstrating understanding and respect. They are a collaborative team player, who brings a positive, solutions-focused approach to their work. They have strong organizational and prioritization skills and understand the challenges applicants may experience when researching and applying to post-secondary. As part of the Marketing and Engagement team, the Community Engagement Facilitator– Applicant Support supports a collaborative, consultative approach for the successful integration of work and knowledge sharing to strengthen community engagement and effectively support key audiences.

Key Accountabilities

The following provides an approximate allocation of time for key accountabilities and a representative list of duties. From time to time, this position will be expected to undertake other duties and responsibilities as necessitated by its evolving position within the organization or the overall business objectives of the organization.

Community Support (90%)

- With oversight from the Director, Marketing & Engagement, support an annual work plan for EPBC's applicant support services including planning, resource allocation, issues resolution processes, communication support, and evaluation reporting for inquiries. Lead and maintain successful operations throughout the year, adjusting the work plan as needed
- Deliver consistent and responsive applicant support guided by EPBC's operational processes
- Actively monitor and promptly assess, respond to, and follow up on inquiries
- Collaborate with internal teams to support issue resolution
- Identify, document, and escalate concerns or service issues in accordance with established procedures
- Maintain relevant job aids, standardized responses and messaging
- Inform and schedule EPBC staff to support applicant support operations as needed

- Manage internal and external communications around applicant support, working with the Marketing & Communications Specialist for review and support
- Assist in assessing and implementing new systems as required

Administration & Reporting (10%)

- Maintain accurate and up-to-date records within the EPBC's contact management system
- Support evaluation and reporting of applicant support activities through tracking and recording metrics
- Handles sensitive, personal, and confidential information with discretion and in accordance with privacy, security, and organizational policies
- Ensure inquiries about EPBC's engagement services or other organizational work are forwarded, with proper follow up, to the appropriate team members
- Learn about current education and career information; stay up-to-date on post-secondary environment and trends, within B.C. and across Canada
- Represent EPBC at educational related events such as education and career fairs, schools and/or community events and trade shows to promote and increase awareness among students/applicants, their supporters and post-secondary institution representatives, and community groups
- Perform other related duties as assigned
- In consultation with the Marketing & Engagement team, ensure appropriate support is in place during absences

Competency Requirements

- A keen focus on detail and accuracy
- Ability to apply problem-solving and analytical skills, for quick and confident decision making
- Ability to maintain a positive, solutions-oriented approach in emotionally charged situations
- Ability to remain calm, professional, and respectful in a fast-paced, high-volume work environment
- Ability to clearly communicate, both verbally and in writing, being mindful of the audience and their communication needs
- Excellent sense of initiative, ability to set priorities, follow workflows, and meet deadlines
- Demonstrates sound judgement in handling sensitive and confidential information
- An understanding and focus on providing exceptional support to external audiences
- Ability to be flexible and adaptable, adjusting to shifts in workload and task priorities
- Familiar with being part of a team to achieve common goals
- Ability to work collaboratively by building and maintaining positive working relationships with team members across EPBC and with external partners
- Effective listening, negotiation, dialogue/conflict resolution, and diplomacy skills
- Willingness to learn and adapt with technology and update professional knowledge and skills

Education, Knowledge and Experience

- A Bachelor's degree with 1-3 years experience, or an acceptable combination of education, training, and experience
- Experience in a customer service or public-facing role requiring the management of diverse, challenging conversations while maintaining a high standard of professionalism
- Experience in providing accessible client-centred information and support
- Understanding of content management systems
- Experience using a customer relationship management system or similar platform to support the management of client inquiries, communication, and evaluation is an asset
- Familiarity working with youth

- Strong understanding of B.C. education systems, the B.C. transfer system, and career pathways
- Proficient with MS Office, Adobe Acrobat and online communication tools

Supervisory Responsibilities

No formal supervisory responsibility. Responsible for providing guidance to other employees' work.

Interpersonal Relations

The key partners and team members this role interact with include:

- Internal partners – All members of the organization
- External partners – Students, parents and supporters, high school and PSI representatives, community partners (e.g. Foundry), vendors, BC government ministries, sector agencies (e.g. BCCAT, BCcampus), and partner organizations (e.g. SkilledTradesBC)

Decision Making Authority

Decisions generally affect their own job, procedures, and the department in which the employee works. Through the collaborative nature of EPBC, decisions may also impact the workflow or reputation of other departments. In some instances, decisions may impact stakeholders, though management supervision generally limits this position's impact on decisions.

Financial Responsibility

This role had no financial responsibility, however the ability to coordinate travel arrangements and expense reports for out of office engagement activities and ensure travel is managed within the policies and procedures established by EPBC and Simon Fraser University is required.

Working Conditions

This position is expected to have the working conditions associated with a professional office role. EPBC is currently offering the option for a hybrid work environment, with a combination of remote and in-office work. Additional working conditions include:

- Evening and/or weekend work will be assigned in lieu of regularly scheduled weekday shifts or may be assigned, on occasion, in response to critical issues.
- Possible eye strain from the constant viewing of electronic displays (i.e. computer monitors)

Posting Information

Closing Date: This posting will remain open until the position is filled

Pay Range: \$69,102 to \$79,241 annually, commensurate on experience

This is a temporary, term, full-time position for maternity leave coverage until October 31, 2027, based in Vancouver. EducationPlannerBC is currently offering the option for a hybrid work environment, which involves a minimum of 2 days per week in office; 3 days starting in October 2026.

To apply for this position, please send your CV and cover letter to careers@educationplannerbc.ca.

All qualified candidates are encouraged to apply, although only those eligible to work in Canada, at the time of application submission, will be considered.

Disclaimer

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.