



## Online Solutions Assistant

### Location

Montreal, QC / Partially Remote

### Position status

Defined Term – 12 months / Full-time, 35 hours per week

### Why Join The Kidney Foundation?

Excellent kidney health, optimal quality of life for those affected by kidney disease, and a cure. This vision drives us to build community connections, fund research and deliver programs and services that make a difference in the lives of those impacted by kidney disease, while engaging them in a community of care and support.

You can make a difference by joining our dynamic and dedicated team at The Kidney Foundation of Canada!

### What do we offer?

- A hybrid working environment
- Monthly home internet allowance
- Vacation at the rate of 6% of earnings
- Up to 10 Health (sick) days and 2 personal days per year
- Up to 12 holidays per year
- Participation in the Group Insurance Benefits plan ([with the exception of STD/LTD](#))
- Participation in the Group RRSP (employer contribution 5%)
- A full employee assistance program
- A culture that supports continuous learning and development

### Job Overview:

- Reporting to the National Online Solutions Manager, the Online Solutions Assistant will, provide additional support to the team while our websites are being migrated to a new CMS. In the performance of their duties, the incumbent will respond to support requests from our staff across the country, help with website content update, build and update online fundraising websites assist with updates of other online assets, in English and French. and will provide



testing and quality assurance services for team projects as needed. We are seeking a resourceful, tech-savvy person with excellent troubleshooting skills and a passion for helping others.

## What You Will Be Doing:

- Assist staff across the country by responding to requests for information or technical support received via email or other channels.
- Investigate the cause of technical issues and proactively document issue and resolution.
- Assist team members with tracking and reporting on websites performance and digital marketing campaigns.
- Assist with website updates requests and ensure content is optimized for web and respects branding and accessibility requirements.
- Assist with usability and performance testing, quality assurance reviews, and provide accurate and useful status updates.
- Help maintain documentation for web applications and standard procedures, including best practices documents.
- Assist team members with other tasks as required.

## Qualifications, Skills and Experience Needed:

- Diploma in digital communications or related field, or equivalent experience with website content management and user support.
- Perfectly bilingual in English and French, written and spoken (the ability to function in English is a requirement of this position due to the support provided to our offices across Canada).
- Experience with content management systems or online fundraising platforms is required.
- Experience with Google Analytics 4 and/or Meta (Facebook) Meta Ads and Events Manager.
- Excellent Help Desk skills and knowledge of website management best practices (SEO, QA, Accessibility, content hierarchy, metadata, etc.).
- Ability to work both independently and as a team player.
- Experience formatting documents and web content for accessibility is an asset.
- Experience with the following platforms and confidence in using their English interface is an asset (**please specify your level of proficiency**): AKA raisin, Kentico, Apostrophe, Google Analytics 4, Meta, SiteImprove, Alchemer (formerly Survey Gizmo), Photoshop or Canva.



## How to apply?

Let us know why your skill set and experience would be a good fit for this role.

Email your resume: [resume@kidney.ca](mailto:resume@kidney.ca)

We wish to thank all applicants for their interest and effort in applying for this position; however, only candidates selected for interviews will be contacted.

This position will remain open until a suitable candidate has been found.

## More about The Foundation?

To learn more about The Foundation and explore our vision and mission, please visit our website at [kidney.ca](http://kidney.ca)

***The Kidney Foundation of Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***

***The Kidney Foundation of Canada complies with the requirements of Bill 96.***