



## Online Solutions Assistant

### **Location**

Montreal/ Partially Remote

### **Position status**

Regular, 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
- Support for a home office set up and monthly home internet allowance
- 3 weeks annual vacation (6% of earnings)
- 10 Health (sick) days per year
- 15 paid holidays per year  
*(these must first be used to satisfy provincial statutory holidays, the balance can be used at the employee's discretion)*
- Participation in the Group Insurance Benefits plan
- Participation in the Group RRSP (employer contribution 5%)
- A full employee assistance program
- A culture that supports continuous learning and development

### **Job Overview:**

The Online Solutions team is an essential part of The Kidney Foundation's National Marketing and Communications department responsible for providing online services and support to staff members across the country. 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, in English and French, help with website content update, build and update online fundraising websites, assist with updates of other online assets, 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 at the National office and across the country by responding to requests for information or technical support received via email or other channels.
- 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.
- Assist team members with tracking and reporting on websites performance and digital marketing campaigns.
- Investigate the cause of technical issues and proactively document issue and resolution.
- Help maintain documentation for web applications and standard procedures, including best practices documents.
- Assist Marketing and Communications team members with other tasks as required.

## Qualifications, Skills and Experience Needed:

- Diploma in Front-End website development, or a minimum of two (2) years equivalent work experience.
- Excellent Help Desk skills and ability to quickly ramp up on various platforms and processes to provide effective support to end users.
- Knowledge of HTML, CSS, JavaScript and website management best practices and design principles (SEO, UX, Accessibility, content hierarchy, responsive design, etc.).
- Experience formatting documents and graphics for web and accessibility guidelines (WCAG).
- Experience with content management systems (CMS) or online fundraising platforms is an asset.
- Experience with cookie banners, GA4 and Tag Manager implementation and troubleshooting is an asset.
- Ability to work both independently and as a team player.
- Level of French required: advanced spoken and written, approximately 20% of tasks to be performed
- Level of English required: advanced spoken and written, approximately 80% of tasks to be performed



## How to apply?

Let us know why your skill set and experience would be a good fit for this role. If you have previous experience with the following platforms and software, please include this in your cover letter and specify your level of proficiency: AKA raisin, Kentico, Apostrophe, Google Analytics 4 and Tag Manager, SiteImprove, Alchemer, Canva and Adobe Cloud (Photoshop, Dreamweaver, etc.).

Email your resume and cover letter to: [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 is 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)

**At The Kidney Foundation of Canada, we value diversity, which helps us to understand and meet the needs of the people we serve. We also recognize the important role it plays in fostering creativity and innovation.**

**The Kidney Foundation of Canada welcomes and encourages applications from people from all walks of life, including diverse gender identities, Indigenous Peoples, visible and ethnic minorities, and people with disabilities. Accommodation is available confidentially upon request for candidates taking part in all aspects of the selection process.**

***The Kidney Foundation of Canada complies with the requirements of Law 14.***