

## Stakeholder Engagement Facilitator

Use your talent for facilitation, building community and project management with a fast growing, dynamic software company that is transforming community engagement.

As a Stakeholder Engagement Facilitator, you will coach, support and inspire our customers to use Thoughtexchange to engage their stakeholders in a variety of ways, including strategic planning, organizational change, and employee engagement. You will work with leaders of school districts and organizations to design and implement multi-year community engagement strategies.

We are seeking a person who loves variety and thrives in an environment of rapid change, shared learning and continuous improvement.

We support and encourage working from home but we do get together regularly so we prefer candidates located in the West Kootenays, Lower Mainland/Vancouver, and Whistler. Salary and share grants commensurate with skills and experience.

### What you'll be responsible for:

- **relationship-building and customer care** - coaching, training and supporting customers for success
- **process design and delivery** - identifying customer goals and needs, designing high-impact engagements, as well as presenting meaningful and actionable results to senior leaders, staff and the public
- **project management** - tracking, monitoring and coordinating the details multiple customer engagement projects simultaneously
- **customer support** - responding to the support needs of customers and their external stakeholders

### What you bring to the table:

- exceptional relationship-building, communication, listening and presentation skills
- advanced project management skills and experience
- demonstrated experience in customer support and/or group facilitation
- personal or executive coaching experience is a plus
- previous experience and / or ability to work from home
- solid technology skills and competence in coaching others
- strong interpersonal skills
- an aptitude for multi-tasking and prioritization
- keen organization with an eye for the details

### About Thoughtexchange:

- we provide software and services to let customers lead online group conversations with 5 to 50,000 people
- our applications run on desktops and mobile devices
- our patent pending algorithms analyze our large volumes of collected data to provide deep insights for our customers, allowing them to make informed decisions
- we are a team of more than 100 inspired people



- we have closed \$12M of investment over the last three years from some of Canada's top angel investors