

<b>JOB TITLE:</b>	Learner Communications & Inquiries Coordinator	<b>JOB CATEGORY:</b>	Digital Communications
-------------------	---	----------------------	---------------------------

---

<b>Department/ Group:</b>	Communications	<b>Job code/Req#:</b>	n/a
-------------------------------	----------------	-----------------------	-----

<b>Location:</b>	Fully remote, in Canada. Applicants must be eligible to work in Canada permanently.	<b>Travel required:</b>	n/a
------------------	---	-------------------------	-----

<b>Level/Salary range:</b>	\$65,000.00	<b>Position type:</b>	FT Permanent
--------------------------------	-------------	-----------------------	--------------

<b>Language:</b>	English (required), French (asset)	<b>Job Details:</b>	Full time, 35 hours per week
------------------	---------------------------------------	---------------------	---------------------------------

<b>Hours:</b>	EST 9AM-5PM, with flexibility required to support alternate time zones
---------------	--

<b>Benefits</b>	Monthly benefit top up for use with own plan, home office support provided.
-----------------	---

---

**APPLICATIONS ACCEPTED BY:**

<b>Fax or Email:</b>	<a href="mailto:jobs@aruccnationalnetwork.ca">jobs@aruccnationalnetwork.ca</a>	<b>Subject line:</b>	Application – Learner Communications & Inquiries Coordinator
--------------------------	--	----------------------	--

## ABOUT MYCREDS/MESCERTIF

---

MyCreds® | MesCertif®, a non-profit owned by the Association of Registrars of the Universities and Colleges of Canada (ARUCC), is Canada's only comprehensive document exchange highway and credential wallet for Learner/Credential-Holders and graduates. Almost five years old, this ground-breaking sector-led collaboration enables secure issuing, exchange, and verification of official digital documents, badges, micro-credentials and diplomas and other documents from across Canada and around the world. Now operating at scale with 73% of the market, with adoption of the national network growing steadily, MyCreds® | MesCertif® is growing, creating opportunities for additional team members to support the network's growth and expansion. This innovative, pan-Canadian initiative continues to benefit from the expertise of hundreds of volunteers from colleges, universities and member organizations who engage regularly to ensure the network's ecosystem continues to develop prioritizing learner mobility and lifelong learning.

The MyCreds® | MesCertif® team is committed to fostering an inclusive environment where all team members and clients feel valued, respected, and supported. We embrace diversity in all its forms and believe that it strengthens our team and enhances our ability to serve all network users. We believe that by embracing our differences, we can achieve our collective goals and create a more equitable and inclusive society.

### **Position Summary**

Reporting to the Director, Communications, the Inquiries & Learner Communications Coordinator is responsible for coordinating all learner-facing inquiries, managing learner communications channels, maintaining learner-facing content in alignment with MyCreds® standards, and collaborating with Digitary/Parchment on support escalations.

This role ensures learners receive clear, timely, and accurate support, and that MyCreds® maintains high-quality, consistent messaging across email inquiries, help channels, the learner knowledge base, chatbot content, and related communication touchpoints.

This role is content-focused and does *not* include technical systems configuration, CRM administration, or operations tasks, which remain with the Systems and Operations Teams.

### **Responsibilities**

#### **Learner Inquiry Management**

- Monitor and respond to credential-holder inquiries through all designated channels using approved templates and messaging guidelines.
- Ensure responses are clear, consistent, and aligned with MyCreds® brand and communication standards.
- Triage and escalate technical or system-related issues to the Systems team as required.

- Track common inquiry themes and flag emerging issues for internal teams.

### **Learner Communications Content & Channels**

- Maintain and update learner-facing content including FAQs, help articles, support pages, and guidance documents.
- Draft, revise, and organize templated responses used across inquiry channels.
- Update, refine, and structure chatbot conversation content (non-technical content only).
- Ensure content reflects plain-language principles, accessibility standards, and equity considerations.

### **Chatbot & Knowledge Base Content Support**

- Maintain and continuously improve content used in the chatbot, ensuring accuracy and alignment with approved messaging.
- Draft and update the content that powers learner-facing scripts; coordinate with Systems for technical updates and deployment.
- Identify gaps in learner support content and propose new articles or scripts.

### **Vendor & Escalation Coordination (Learner Support)**

- Coordinate learner support escalations with Digitary/Parchment, ensuring timely and accurate information is provided.
- Track and follow up on escalated cases, ensuring closure and learner satisfaction.
- Document repeated vendor-related issues and communicate to Systems or Leadership.

### **Cross-Team Collaboration**

- Work closely with the Communications team to ensure brand consistency and clarity in all learner-facing materials.
- Collaborate with Member Success for institution-specific inquiries that influence learner support.
- Provide insights into learner trends, challenges, and needs to support MyCreds® communications and awareness campaigns.

### **Experience & Education Requirements**

- 1–3 years of experience in communication support, student services, client support, or a related role.
- Experience writing learner- or customer-facing content in clear, plain-language formats.
- Experience with digital communication tools (e.g., shared inboxes, ticketing tools, chatbot authoring, knowledge bases).
- Post-secondary education or equivalent experience.

### **Preferred Skills**

- Strong written communication skills, including the ability to translate technical concepts into clear, accessible language.
- Exceptional interpersonal and service mindset, with empathy for diverse learners.

- Ability to work within templates, communication frameworks, and established tone/style guidelines.
- Comfort working with digital platforms, chatbots, and structured content systems (non-technical use).
- Strong organizational skills and the ability to manage high volumes of inquiries with consistency and accuracy.
- Ability to collaborate effectively across functions and work independently in a fast-paced environment.

**Additional Notes:**

This is a 100% remote role, with a requirement for the candidate to live in and be eligible to work in Canada on a permanent basis. No agencies please. Education and employment are subject to verification. Successful candidates may be required to undergo a criminal background check as a condition of employment.

**Approved by:** Executive Director, MyCreds® | MesCertif®

**DATE:**

**Last updated by:** Executive Director, MyCreds® | MesCertif®

**DATE/TIME:** 11/28/2025