



## Customer Service Coordinator, Communications

**Position Type:** Temporary, Full-time (35 hours per week, Monday to Friday, 8:30 am to 4:30 pm, with evening and weekend hours as required)

**Contract Length:** Eight (8) months

**Location:** Port Elgin, Ontario

### Who We Are:

The Town of Saugeen Shores ("the Town") is a community poised for growth. We pay careful attention to all we value: our beautiful natural environment, located on the shores of Lake Huron, our waterfront and beaches, our community spirit and sense of pride, our inspired residents and valued visitors. We are guided by our vision - **Future Ready: a committed and focused team, working together to grow and continuously improve to better serve the community.** We work collectively, collaboratively and positively to benefit all who choose to visit the Town of Saugeen Shores or call it home.

At the Town of Saugeen Shores, we value work-life balance and offer competitive compensation, flexibility in work and opportunities for career growth. Our goal is to attract, develop and retain a highly engaged and talented workforce, while promoting a culture based on Trust, Respect, and Teamwork.

### About the Role:

We are seeking a strong communicator and collaborator to join our team. As the **Customer Service Coordinator, Communications**, reporting to the Manager, Strategic Initiatives, you will provide front line customer service and communications support to the Strategic Initiatives division. In this role you will assist the division in ensuring the successful delivery of the strategic communications plan. You will have the opportunity to communicate with members of the public, business owners and municipal staff. You will manage inventory and distribution of promotional materials, assist with website content creation, executing the marketing plan, and participating in event planning. You will play an integral role in enhancing the Town's frontline customer service function and you will be a member of our dedicated Customer Service Team.

### Key Responsibilities:

- Provide courteous and professional front-line customer service and participate on a rotational basis as a member of the Town's Customer Service Team, providing front counter and telephone support to the public, following standard operating procedures and efficiently referring inquiries to the appropriate departmental contacts for more specialized support.
- Assist with the delivery of departmental communications ranging from website to reporting updates.
- Maintain and update content on the Town's website and ensure a consistent brand image through Town communications.
- Prepare reports, including typing, copying, binding, etc., in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*.
- Support the coordination and execution of a wide range of communication materials ensuring conformity to corporate brand standards.
- Monitor analytics for effectiveness of public relations, media and social media strategies and provide recommendations to improve progress and effectiveness.



- Assists all staff with adherence to communication best practices and corporate identity guidelines.
- Support the preparation and issue social media posts on current activities for the department and organization on the Town's social media sites.
- Assist with the design and update of marketing materials as required using appropriate software.
- Support project managers with various aspects of project communication, including but not limited to research, coordinating sponsorship, communications with key stakeholders, coordinating radio and print advertising, assisting with development and implementation of marketing plans, etc.

### **Skills you bring to the role:**

- **Adaptability:** You are able to adapt efficiently and effectively in response to new processes and changing circumstances.
- **Attention to Detail:** You have strong attention to detail by exhibiting thoroughness and accuracy in accomplishing a task. You are highly organized and have the ability to process detailed information effectively and consistently.
- **Communication:** You are able to effectively and confidently communicate with others and provide detailed reports that are professional, well researched and suited to the needs of the audience.
- **Confidentiality:** You respect and maintain confidentiality and exhibit professionalism in all interactions.
- **Customer Service:** You create a positive experience when interacting with customers through communication, patience, empathy, and technical knowledge.
- **Interpersonal Management:** You exhibit strong interpersonal skills and are effective at building relationships, networking, and facilitating and collaborating with others.
- **Judgement:** You use sound reasoning when faced with various issues and you have the ability to make quick, effective decisions.
- **Resourcefulness:** You demonstrate a personal orientation toward action and accepting responsibility for the results. You have excellent time management skills and can work autonomously and seek out resources independently with limited direction.

### **Education/Specialized Training/Skills:**

- Post-secondary diploma/degree in business or public administration, or communications
- A minimum of one (1) to two (2) years of related work experience
- Experience in computer graphics and creating print and digital promotional materials, including producing camera-ready artwork and working with printers and design agencies
- Proficient in graphic design, digital photography and editing.
- Skilled in various software programs including but not limited Microsoft Office Suite, Microsoft Publishing, Adobe Photoshop/Illustrator and website content management software.
- Ability to administer websites and corporate communications using a variety of media, preferably in municipal government.
- Proficient in all aspects of social media
- Knowledge of applicable legislation, standard practices and guidelines, including the *Municipal Freedom of Information and Protection of Privacy Act*, Canadian Press Style guidelines, AODA, and guidelines for creating compliant communications, etc.
- Experience with public and media relations is considered an asset.
- Knowledge of municipal government, including relationship with upper tier municipalities, the province and the federal government.



**Salary:** \$32.31 to \$36.72 per hour (based on qualifications and experience)

**Application Process:**

Qualified applicants are invited to apply online at the Town of Saugeen Shores Careers section of our website at [www.saugeenshores.ca](http://www.saugeenshores.ca) by the application deadline. We thank all candidates for their interest; however only those selected for an interview will be contacted.

**Application deadline:** By 4:30 pm on Thursday, May 19, 2022

The Town of Saugeen Shores encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the hiring process. Any information received relating to accommodation will be addressed confidentially.

All information collected is in accordance with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990* and will be used for the purpose of this employment opportunity only.

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