

Career Opportunity



Position: Communications Manager (Permanent)

Closing Date: October 27, 2017

About Us At the City of Kamloops, we are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates the employees who make it all happen. We offer many advantages including ongoing training and professional development opportunities, coupled with exceptional benefits, all in the beautiful natural setting of the BC Interior.

Kamloops is Canada's Tournament Capital, a family and business-friendly community committed to providing great customer service, enhancing community partnerships, and supporting economic growth. Our 700 employees provide customer services and programs to a local and regional population of 125,000 people. Kamloops provides abundant recreational possibilities for residents and visitors alike, as well as education and culture opportunities and activities.

Title Communications Manager (Permanent)

Job ID 1029

Pay Class Salary

Days of Work Monday to Friday

Hours of Work 8:30 a.m. to 4:30 p.m. (Winter)
8:00 a.m. to 4:00 p.m. (Summer)

Position Overview GENERAL ACCOUNTABILITY

Reporting to the Chief Administrative Officer, the Communications Manager is directly accountable for managing internal and external strategic communication services, including strategic communications planning, media relations, community engagement, graphic design. This position has an important role in engaging citizens in City of Kamloops decisions and services through quality information, two-way relationships and effective coordination. This position provides strategic capacity and support to the City of Kamloops' commitment to being a responsive, open and consultative municipal government.

NATURE AND SCOPE

Reporting directly to the Communications Manager are seven unionized positions; Communications and Community Engagement Advisor; Graphic Designer; Communications Services Coordinator; and Communications Services Assistant.

Under the general direction of the Chief Administrative Officer, the Communications Manager supports the Council and senior leadership team by anticipating potential issues of interest or impact to the public and ensuring timely and effective communications to the residents and businesses of Kamloops. The focus for this position is to drive the City's internal processes and systems to ensure timely deliverables to clients, and to resolve sensitive issues in a fashion that promotes partnership with all stakeholders. In addition, the incumbent is responsible for managing corporate complaints related to city policies, practices and regulations and to resolve issues between the public, developers, business groups, neighbourhood groups, other government jurisdictions and City Hall.

This position requires an ability provide fast, accurate solutions for the constant changing needs of departmental clients and the overall direction of the organization. The incumbent must use their creativity, expertise and imagination to adapt to changing situations.

In consultation with the CAO, the Communications Manager oversees the execution of all outgoing public information, including the Annual Calendar, annual reports, City correspondence and Council reports, media releases, advertising, marketing materials and community engagement materials.

The incumbent has a responsibility to ensure that any disputes between the public and City staff are resolved through negotiation or mediation to the best of his/her ability and to promote an atmosphere of cooperation with all City staff. A key management role within the organization, this position provides input and support to the senior management team in their development and delivery of communications and community engagement strategies.

The position is highly visible and requires high interaction with the media, the public at large, and community groups. Appreciation of the sensitivity to political issues affecting the City is required of the incumbent, as is a high degree of acumen when dealing with the public.

The incumbent is responsible for the traditional management responsibilities including recruitment, motivating and coaching employees, building team, assessing employee performance, exercising disciplinary action and dealing with grievances as required.

Responsibilities SPECIFIC ACCOUNTABILITIES

1. Develops and executes a strategic communications plan for the City Kamloops, including corresponding tools such as an organizational communications calendar, department work plan and annual evaluation of communications objectives.
2. Oversees effective use and continuous growth of digital and web based tools including social media and City website.
3. Manages internal and external strategic communications programs.
4. Provides proactive input and support to the senior management team in their development and delivery of communications and community engagement strategies.
5. Champions City brand standards and manages staff to deliver high standards of graphic design.
6. Manages community engagement activities to support broad public input into decision-making and greater understanding of the challenges and opportunities facing the City of Kamloops.
7. Manages all corporate complaints and works to resolve regulatory (red tape) issues with development.
8. Fosters the City's reputation as a progressive, collaborative and transparent municipal government through innovative communication and community engagement strategies.
9. Builds relationships and enhances internal awareness of City operations and seeks collaboration and communication synergies among City departments.
10. In consultation with the External Relations Manager, liaises with community, professional and business associations as needed to support community engagement initiatives.

11. Coordinates all public information and public information activities such as City correspondence, reports, annual reports, media releases, all city advertising and marketing materials.
12. Resolves disputes between the general public and city staff through negotiation or mediation.
13. Drives internal improvement to processes and systems to ensure timely deliverables.
14. Resolves sensitive issues in a fashion that promotes partnership with all stakeholders.
15. Conducts best practice research as required.
16. Manages the hiring, motivating, coaching and development of employees.

Requirements REQUIRED EXPERIENCE, TRAINING, EDUCATION, MEMBERSHIPS, ETC.

1. A University degree in Communications, Business Administration or Public Administration.
2. Minimum of five years of supervisory experience in a communications capacity.
3. Demonstrated experience in managing a portfolio of clients.
4. Knowledge of relationship management.

PREFERRED QUALIFICATIONS

1. Exceptional presentation skills.
2. Excellent oral and written communication skills
3. A demonstrated track record in a communications environment.
4. Training and/or experience with International Association of Public Participation (IAP2) theory and values.

For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, no formal offer of employment will be made until an applicant completes and passes a criminal record check.

Department Administration

Position Type Permanent full-time

Reports To Chief Administrative Officer

City Kamloops

Province British Columbia [BC]

Country Canada [CA]

Position Management

Closing Date 10/27/2017

Compensation & Benefits Overview Comprehensive benefits package available.

Please note that persons with disabilities who require accommodation with the application process may contact the Human Resources Department for assistance at (250) 828-3439.

To apply for this position, please visit our website at <http://www.kamloops.ca/hr/index.shtml>