

TOWN OF NIVERVILLE

<i>Section</i> Personnel	<i>Classification</i>
<i>Subject</i> Communications Coordinator Job Description	<i>Pages</i> 3
<i>Authority</i> Chief Administrative Officer	<i>Effective Date</i> August 10, 2020
<i>Approved (date and resolution number)</i>	<i>Index Number</i>

POSITION TITLE:	Communications Coordinator
REPORTS TO:	Assistant CAO

POSITION SUMMARY

Performs customer service duties related to requests for information, social media updates and regular Town project updates.

PRIMARY ACCOUNTABILITIES

1. Customer Service - Responds to all requests for information and assistance by monitoring Town's social media (including Recreation Department social media) and feedback email correspondence, and where appropriate, forwarding to the applicable department manager or responsible person for follow up, ensuring that all inquiries have been addressed with the resident in one form or another in a timely manner.
2. Responsible to create log/database for tracking requests and follow up.
3. Responsible for regular updates on the Town's social media avenues – website, Facebook and Twitter, including updates for the Recreation Department.
4. Responsible for regular website maintenance, to ensure that all information posted is relevant and up to date.
5. Responsible to coordinate, prepare and post regular Town project updates and Recreation updates.
6. Responsible for follow up with new residents of the Town, to educate them about all things related to living in Niverville.

7. Responsible for daily mail run and sorting of the mail, including pick up of supplies locally as needed.
8. Responsible for preparing Town Newsletter in conjunction with the ACAO.
9. Responsible for preparing advertising materials for Recreation programs.
10. Responsible for training the new utility employee on the utilities system and following the transition of duties, will serve as a secondary role for responding to requests and provide backup during absences of the utility employee.
11. Serves as a secondary role for entering electronic payments.
12. Serves as a backup role to the reception desk.
13. Other duties as requested by either the Assistant CAO or CAO.

SKILLS REQUIRED

Ability to:

- Provide Customer and Personal Service – knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Organize and coordinate personal office responsibilities.
- Interpret and make decisions in accordance with laws, regulations, and established policies.
- Work cooperatively yet independently with other Town employees and the public.
- Communicate orally, in the English language, with employees and the public in face-to-face one-on-one settings, in group settings, or using a telephone.
- Comprehend and make inferences from written material.
- Work effectively under pressure and with deadlines, interruptions, complaints and peak workload periods.
- Valid Class 5 Manitoba Driver's license
- Ability to handle confidential or sensitive information with discretion.

TECHNICAL COMPETENCIES

- Communications and Media – knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and educate via written, oral and visual media.
- Service Orientation – actively looks for ways to help residents
- Ability to enter data with a high level of efficiency and accuracy
- Practical knowledge and experience in computer systems for business applications
- Previous Office experience desired
- Previous experience in a municipal setting is considered an asset
- Strong organizational and analytical skills
- High degree of competency in use of Microsoft Office suite software

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; makes oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.

BEHAVIOURAL COMPETENCIES

- ✓ Interpersonal Skills..... Relates well to all kinds of people inside and outside the organization.
- ✓ Attention to Detail Ensures information, task or assignment is completed thoroughly and accurately.
- ✓ Conflict Resolution Pursues a variety of approaches to manage and resolve concerns, disagreements, and conflict.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Time Management..... Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.