

JOB DESCRIPTION



Job Title	Communications Coordinator		
Reports To	Director of Organizational Performance, Strategy and Transformation	Job Grade	7
Department	Organizational Performance, Strategy and Transformation	Hours per Week	35
Location	Town Hall	Effective	June 30, 2026
EBG Employee:	No	Status	Contract

Job Summary

The Communications Coordinator, under the direction of the Director of Organizational Performance, Strategy and Transformation, is primarily responsible for developing, coordinating, and delivering internal and external communications that support the Town's strategic priorities and enhance public awareness and engagement. This role is responsible for planning and executing communication initiatives across a variety of platforms, supporting meaningful community engagement, and providing communications expertise to departments across the organization. The Communications Coordinator also supports employee engagement initiatives and ensures all communications are consistent with the Town's Corporate Communications Plan.

Job Requirements

- Post-Secondary education in Communications, English, Journalism, Business or Public Administration.
- Minimum three (3) years of experience, preferably in a municipal environment.
- Proficiency in Microsoft Office Suite, Adobe Creative Suite or similar.
- Strong interpersonal skills combined with demonstrated time management, analytical, administrative, problem-solving, and public relations skills.
- Strong writing and editing skills with meticulous attention to detail.
- Ability to work well under pressure, multitask, and adapt to a fast-paced environment.
- Ability to effectively communicate with staff, Members of Council, and the public.
- Strong communications skills with the ability to organize and condense complex topics into simplified language for internal and external communications.
- Excellent customer service and presentation skills required.
- Ability to think and act strategically in a political environment and to foster and contribute to a positive, productive work environment.
- Demonstrate passion, creativity, and ability to assist in the plan, design, and execution of successful community engagement.
- Available to work flexible hours to attend evening and/or weekend meetings or events, as required.
- Valid Class "G" driver's license in good standing and a reliable vehicle to use on corporate business.

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Job Duties

- Assist in the creation, promotion, coordination, execution, and evaluation of community engagement initiatives and public participation opportunities.
- Assist in developing and facilitating the implementation of the Community Engagement Plan.
- Develop community engagement strategies and maintain an annual calendar of community engagement initiatives and public participation opportunities.
- Lead and support community engagement initiatives by planning, coordinating, implementing, and evaluating engagement activities through a variety of platforms.
- Identify innovative opportunities to engage residents, stakeholders, and community partners using a variety of communication and engagement methods.
- Foster positive working relationships with media representatives, community organizations, local service groups, and external stakeholders.
- Develop, write, edit, design, coordinate, implement, and evaluate internal and external communications, including media releases, media responses, staff communications, website content, social media content, speeches, presentations, newsletters, and other communication materials.
- Ensure all communication projects and channels are consistent with the Town's Corporate Communications Plan.
- Identify target audiences and determine the most effective communication methods and platforms to support organizational objectives.
- Coordinate and maintain content on the Town's website and community engagement platform, ensuring information is current, accurate, accessible, and aligned with corporate communication standards.
- Provide communications advice, guidance, and expertise to departments in the planning and implementation of communication initiatives.
- Develop, implement, and evaluate strategic communication plans and campaigns that support corporate initiatives, community engagement, and customer service excellence.
- Review and edit corporate communication materials prior to publication to ensure consistency, quality, accuracy, and adherence to corporate standards.
- Liaise with the media under the direction of the Director of Organizational Performance, Strategy and Transformation and the Chief Administrative Officer.
- Respond to media inquiries and prepare accurate and timely information while maintaining a high standard of professionalism and public relations.
- Address requests for service and public inquiries by providing accurate information and ensuring timely follow-up and resolution.
- Interpret Town policies, procedures, rules, and regulations in response to inquiries and refer matters to the appropriate department when required.
- Collaborate with departments across the organization to identify and implement continuous improvement opportunities that enhance communications, community engagement, and customer service.
- Establish, monitor, and report on key performance indicators (KPIs) and communication analytics to evaluate the effectiveness of initiatives and identify opportunities for continuous improvement.
- Maintain the highest standards of confidentiality, professionalism, and integrity in all aspects of the role.



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- Adhere to, support, and promote compliance with all Town policies, procedures, regulations, and applicable legislation.
- Perform all duties in accordance with the Occupational Health and Safety Act and all applicable health and safety policies and procedures.
- Attend regular team meetings and work collaboratively with colleagues across all Town departments to support organizational goals and initiatives.
- Perform other duties as assigned by the Director of Organizational Performance, Strategy and Transformation or designate.

Competencies

- Attention to Detail - Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- Communication - Expresses and transmits information with consistency and clarity.
- Confidentiality – Regularly works with confidential information.
- Customer Focus - Provides superior service to internal and external customers.
- Decision Making – Makes concrete, well-informed and thought-out decisions that support the overall organization. Makes quick, effective decisions even when data and details are limited.
- Organization - Able to create or maintain processes to ensure all relevant information or tools are easily accessible.
- Ownership - Takes pride in the work that is accomplished and understands the function of tasks within the larger picture of the organization. Ensures deadlines are met and work is completed properly.
- Professionalism - Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- Time Management - Balances a myriad of tasks; prioritizes duties as needed.

Reviewed By: Name and Title	Lauren Kruitbosch, Director of Organizational Performance, Strategy and Transformation		
Signature:		Date Reviewed:	June 30, 2026
Approved By: Name and Title	Nick Ruller, Chief Administrative Officer		
Signature:		Date Approved:	June 30, 2026
<p>The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job. Further interpretation of this Job Description is the responsibility of the Council, the CAO and/or the Department Director and when applicable in consultation with the 'Employee Bargaining Group.' The Corporation of the Town of Niagara-on-the-Lake reserves the right to make, modify, revoke, suspend, terminate, or change any part of this Job Description, in whole or in part, at any time.</p>			