



Internal/External Job Posting

Communications & Technology Coordinator

12 Month Contract (Maternity Leave Coverage)

Competition #2024-25

The Town of Penetanguishene is a picturesque bilingual community with a population of approximately 10,000, located on the southerly tip of beautiful Georgian Bay.

Under the guidance and direction of the Clerk, the Communications & Technology Coordinator position provides internal and external communications and information technology coordination within all departments of the municipality. The position works closely with all departments to communicate all activities and initiatives provided by the municipality including media releases, public notices, and emergency management communications. For Technology Coordination, the position is the conduit between the third party providers and the municipality in the coordination of all aspects of technology including computers, printers, telephones, cell phones, software, hardware. The role is key in maintaining consistency of brand and key communications of the municipality as well as the technological stability and consistency for staff and council.

Duties include but are not limited to:

Communications and Marketing

- Develop and implement an integrated corporate communications strategy and corresponding programs consistent with the Corporate Strategic Plans.
- Provide communication expertise and advice as a participant or resource in the development of corporate projects, policies, programs as directed by the Clerk.
- Requirement to work with and safeguard confidential information (access to confidential information or working with that information, i.e. personnel and in-camera information)

Information Technology Coordination

- Acts as the link between the user and the Town's Managed Service Provider to ensure operation continuance and provides user support where applicable. Ensure all corporate IT needs are met, which may include organizing user training, database support, software application support, hardware support, network support, server support, phone and mobile device support and help desk support.
- Provide IT support during Town emergencies, including the provision of phone, computer, software, network and mapping services to Town staff and outside agencies as required.
- Requirement to adapt, modify, develop policies, procedures, programs; conduct research using best practices or to develop new initiatives; perform statistical analysis.

Other duties as assigned

Required Qualifications:

- Post-Secondary diploma or degree in communications, public relations, journalism, a related discipline or equivalent training and/or experience relevant to current, modern and effective corporate communications methods.
- 3-5 years of related work experience in communications or public relations with an emphasis on writing and editing, preferably in a public sector environment.

Knowledge, Skill and Abilities:

- Decisions involve accuracy and quality of work is critical
- Basic knowledge of information technology
- Demonstrated project management skills an asset
- Ingenuity or creativity is applied on a routine basis on complex projects
- Can organize workload, ensuring that deadlines are met. Employee works independently with final review by supervisor
- May purchase within budget limitations and make budget suggestions
- Occasional work with confidential information, if disclosed could have adverse effects internally or externally
- May give/obtain/exchange information requiring discussion. Tact and self-control required
- Demonstrated knowledge, understanding, and commitment to current and emerging customer service trends, practices and performance principles.
- Experience with web writing and content management skills.
- Demonstrated experience with developing and implementing effective social media strategies.
- Excellent and concise writing and editing skills with a high level of accuracy; strong proof-reading skills and careful attention to detail.
- Must possess and exercise exemplary oral communication skills.
- Excellent interpersonal, communications and customer service skills with the ability to exercise tact, diplomacy and good judgement at all times.

Compensation: The current pay for this position is \$35.84 - \$41.92 per hour, based on a 35-hour workweek.

Interested individuals are asked to forward their resume and cover letter no later than **4:30 p.m. on July 14, 2024** to the Human Resources Department by email hr@penetanguishene.ca.

The Town of Penetanguishene is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Town's Human Resources Department if you require any accommodations to ensure that you can participate fully and equally during the recruitment and selection process.

We thank all applicants for their interest, however, only those selected for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information collected will only be used for candidate selection.