

# JOIN OUR TEAM!



## THE ROLE

### Coordinator, Customer Experience & Communications

This is a temporary full-time (until approximately March 3, 2025) role at the County, with an annual compensation range of \$67,088 - \$75,465.

## THE OPPORTUNITY

You will provide excellent administrative and technical support to ensure your division functions efficiently. You will organize and deliver training to County staff that help promote a customer centric culture across the Corporation of Haldimand County.

Additionally, you will utilize your creativity to act as the primary backup for corporate communications and public relations activities, to ensure favourable brand messaging.

Strong interpersonal communication, attention to detail, and the ability to utilize your originality will help you be successful within this role.

## THE PERKS

- Hybrid Work Options
- 35 Hour Work Week
- Employee Recognition
- Wellness Programs
- Safe & Friendly Work Culture
- Professional Development
- Defined Benefit Pension
- Banked Time Off



- Community College Diploma relative to area of responsibility.



- Minimum 1 year of current related experience.



- Initiative
- Interpersonal Communication
- Digital Literacy

## THE COUNTY

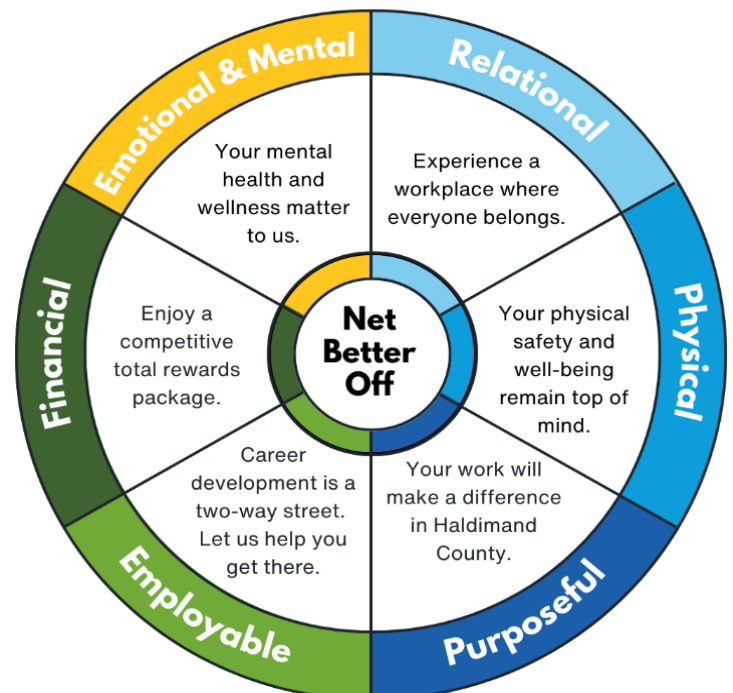
Haldimand County is a single-tier municipality with a dedicated team of professionals committed to delivering exceptional services to our citizens. With a focus on excellence, our county stands as an outstanding place to work and live. By joining our dynamic team, you open the door to a rewarding career where we prioritize the health and wellness of our employees, their families, and the communities we serve.

At Haldimand County, we believe in the Net Better Off philosophy. This means we're passionate about helping our staff thrive and advance in an inclusive environment.

## THE NEXT STEPS

If this sounds like you, please submit your application online at [www.haldimandcounty.ca/careers](http://www.haldimandcounty.ca/careers).

This posting closes on **December 20, 2023 at 4:30 p.m.** Visit our careers page for more opportunities.



## **JOB DESCRIPTION**

### **Coordinator, Customer Experience & Communications**

<p><b>POSTING #:</b> NU-2023-47</p> <p><b>POSTING PERIOD:</b> December 6 – 20, 2023</p>	<p><b>Employer Group:</b> Non-Union</p> <p><b>Reporting To:</b> Manager, Customer Experience &amp; Communications</p>
<p><b>Grade:</b> 5</p> <p><b>Wage Range Annually:</b> \$67,088 - \$75,465</p>	<p><b>Position Status:</b> Temporary Full-Time (until approximately March 3, 2025)</p> <p><b>Hours Worked Per Week:</b> 35</p> <p><b>Location:</b> Haldimand County Administration Building</p>

#### **CORE COMPETENCIES:**

Innovation, Creativity, & Originality | Initiative | Interpersonal Communication | Digital Literacy | Self-Direction

#### **POSITION SUMMARY:**

Responsible for providing administrative and technical support under deadlines that require a high level of accuracy, confidentiality, discretion and self-direction in order to ensure the division operates effectively and efficiently. Coordinate and deliver training programs to county staff that assist in the creation of a customer centric culture across the organization. Additionally, act as primary backup to corporate communications, executing corporate communication and public relations activities ensuring consistent brand messaging that result in favourable public perception of County projects, initiatives, and operations.

#### **QUALIFICATIONS, KNOWLEDGE & SKILLS**

##### **Education**

- Community College Diploma relative to the area of responsibility.

##### **Experience**

- Minimum 1 year of current related experience.
- Special consideration will be given to applicants with the following:
  - Work experience in a municipal environment.

##### **Knowledge/Skills**

- Knowledge of current citizen centred service trends and strategies, including technology based solutions.
- Knowledgeable in public relations and corporate communications practices and technology.
- Exceptional presentation skills, including audio based, virtual, in-person and software based presentations.
- Skilled in the design of promotional materials for internal and external customers.
- Demonstrated understanding of the community needs related to municipal services.
- Motivate staff to undertake and complete activities to achieve optimum operational results; and, to manage complex projects.
- Innovative approach to the development and quality improvement of positive customer experiences.
- Ability to build the customer service values of the organization into all programs and services throughout corporation, spanning a variety of departments and associated agencies.
- Excellent judgement and political acuity to handle sensitive and confidential data and situations with tact, professionalism and discretion.

- Excellent verbal and written communication skills with the ability to report, explain, provide clarification, and persuade to gain approval.
- Demonstrated initiative, and ability to make decisions involving routine tasks, within established procedures.
- Demonstrated ability to work independently referring only major problems to supervisors/managers.
- Demonstrated ability to exercise significant discretion and sensitivity involving occasional work with confidential information.
- Proven ability to handle/process cash, valuables and/or issue receipts.
- Demonstrated analytical and problem-solving skills involving refining established ideas and/or programs of a complex nature requiring ingenuity and creativity on own efforts.
- Demonstrated capability to act as a leader within a functional area, including providing advice and training.
- Organizational skills with specialized attention to detail to avoid errors and ability to meet deadlines.
- Excellent interpersonal skills including the ability to work effectively in a team environment and guide interdisciplinary team-based discussions to increase staff morale, team building and team spirit.
- Technology Aptitude
  - Demonstrated intermediate computer skills to utilize various technological devices and programs while adhering to cybersecurity and best practices are followed.
  - Intermediate knowledge of MS Office (Word, Excel, Outlook, PowerPoint)
  - Computer proficiency in Website Content Management Platforms.

## **RESPONSIBILITIES**

The incumbent is expected to but not limited to:

### Corporate

- Advise, maintain and update corporate website or intranet content, in collaboration with all County divisions, ensuring adherence to corporate standards and governance guidelines.
- Coordinate corporate training programs related to customer service and communications for all divisions and leadership across the organization to develop a consistent, customer centric approach on customer service strategies and standards.

### People

- Support internal customers in understanding all communications initiatives and procedures, with specific attention and focus on the customer's (departmental and public) needs.
- Provide internal expertise, guidance, and training for front-line divisions in terms of techniques for successful community and stakeholder engagement, including but not limited to electronic methods for surveys, virtual feedback, etc.
- Consult and collaborate across divisions to develop communication messaging and respond to media inquiries in a timely manner in order to maintain positive relationship with external media relations.

### Timeline

- Planning and scheduling advertising and promotional campaigns within a specified time period in marketing and/or advertising mediums such as social media, newspaper, radio, etc.
- Bi-weekly coordination of Divisional timesheets for approval by Manager.

### Money/Asset

- Assist with division budget preparation, input budget data and monitoring divisional operational and capital expenditures.
- Review and process invoices, enter purchase orders, and reconcile purchasing card accounts, and complete monthly account reconciliations throughout the year.
- Monitor and reconcile petty cash transactions.

### Functional

- Corporate Communications

- In coordination with the Supervisor, Customer Experience & Communications, prepare, design, and distribute corporate communications in the applicable formats, including but not limited to, print media, social media, e-Newsletters, and other marketing mediums.
- Act as primary back up to the Supervisor, Customer Experience & Communications for maintaining positive media relations through development of media releases and response to media inquiries in a diplomatic and professional manner.
- Customer Service/Administration
  - Provide administrative and confidential support to the Division Manager, Supervisor and other division staff to ensure cohesive, accurate and timely business operations in the division.
  - Assist the Manager, Customer Experience & Communications in recruitment activities, and directing the Customer Service Representatives.
  - Maintain a digital corporate knowledge base for use by front line staff to guide public communications and customer service across all departments and for direct service to the public.
  - Establish a training program for front line customer service staff in the County and coordinate training efforts to ensure all staff are adequately trained on necessary functions for front line transactional services.
  - Coordinate and maintain work schedule for Customer Service Representatives (CSR), ensuring coverage at the service counters is maximized within the approved staff complement.
  - Assist in gathering and maintaining performance measurement data for the division related to customer service and communications metrics and coordinate presentation of such data via approved methods.

Demonstrate commitment to the Haldimand County code of conduct

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the job.

**POSITION REQUIREMENT(S):**

A Current (With the Past 6 Months) Police Check	OPP LE 219
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**WORKING CONDITION(S):**

- Regular Business Hours: 8:30am – 4:30pm, Monday to Friday

Haldimand County envisions all County staff to possess a high degree of Ethical Behaviour & Professionalism, Political Acumen, Relationship Management, Credibility, Flexibility & Adaptability, Empathy & Compassion, Entrepreneurship, and Customer Service.

Haldimand County is an equal-opportunity employer who strives for inclusivity and belonging for all. Accommodation is available at any stage of the hiring process to applicants with differing abilities. If you require accommodation at any stage of the hiring process, please contact us at [hrhelpdesk@HaldimandCounty.on.ca](mailto:hrhelpdesk@HaldimandCounty.on.ca).

*County employees who are interested in applying for this position must complete the EMPLOYEE APPLICATION FORM via County's Intranet - FuNK and submit online with a resume and cover letter by 4:30 PM on the last day of this posting.*

We thank you for your interest in working for Haldimand County. Only candidates selected for an interview will be contacted.