

# owen sound

where you *want* to work

**Communications & Administrative Assistant**  
**Permanent Part Time**  
**Job Posting #: 2023-13**  
**Closing Date: Friday, March 24, 2023 at 4:30pm**

The City of Owen Sound is seeking a motivated professional for the Communications and Administrative Assistant role. As a member of the City Manager's Office team, this permanent part time position is responsible for assisting with corporate communications to ensure the effective implementation of a wide range of strategic initiatives, programs, and services while also providing administrative support to the Mayor and City Manager. The anticipated hours of work will be Monday to Friday for approximately 3.5 hours per day.



Owen Sound is a diverse and culturally rich community located on the southern shores of Georgian Bay in Southern Ontario, approximately two hours north of Toronto, and on the doorstep of the Bruce Peninsula. Owen Sound is the largest urban community in Grey and Bruce counties characterized by a magnificent harbour and bay, two winding rivers, tree-lined streets, an extensive parks system, and tree-covered hillsides and ravines. The City of Owen Sound municipal offices are located in the City's historic downtown core. Urban convenience is reconciled with balanced lifestyle in this welcoming, vibrant and growing community. Enjoy visits to galleries, library, theatres, museums, festivals, local shopping and dining right outside the doors of City Hall.

The successful candidate will preferably have a two year college diploma in office administration, communications or a related field or equivalent education and experience. A minimum of three (3) years of administrative or communications experience. Experience in a

municipal setting is an asset.



**Skills and Competencies at the working level:**

- Excellent judgment, initiative, and critical analysis abilities
- Proven track record with using various social media platforms (i.e., Facebook, , Twitter, LinkedIn, and Hootsuite)
- Excellent communication, time management and organizational skills.
- Accuracy and attention to detail.
- Ability to interact professionally and effectively with all levels of staff and the media, exercising sound judgment, tact, and diplomacy.
- Knowledge of, or demonstrated ability in, the City’s core competencies and relevant functional competencies (experience in a municipal setting an asset)
- Thorough working knowledge of computer software packages including MS Office Suite.
- Possess and maintain a valid Ontario Class “G” Driver’s License, and access to a vehicle required

Please note the City is currently undergoing a Corporate-Wide Service Level Review, therefore potential reporting alignment or the duties and accountabilities are subject to modification.

The wage range for this position is \$28.28/hr - \$34.49/hr. To explore this opportunity further, we invite applicants to forward their resume and cover letter by Friday, March 24, 2023 at 4:30pm to:

Human Resources Manager  
City of Owen Sound  
E-mail: [hrjobposting@owensound.ca](mailto:hrjobposting@owensound.ca)

The City of Owen Sound is proud to be an equal opportunity employer, valuing and respecting diversity. We are committed to inclusive, barrier-free recruitment and selection processes. We will accommodate the needs of qualified applicants under the *Human Rights Code* and the *Accessibility for Ontarians Disabilities Act*, in all aspects of the hiring process, upon request. We thank all applicants for their interest; however, only those being considered for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and will only be used for candidate selection.

**Department:** City Manager

**Job Title:** Communications and Administrative Assistant

**Status:** Part Time

**Union:** Non-Union

**Direct Supervisor:** Senior Manager, Strategic Initiatives and Operational Effectiveness

**Revision Date:** February 2023

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### **Position Summary and Scope:**

As a member of the City Manager's Office, this position is responsible for assisting with corporate communications to ensure the effective implementation of a wide range of strategic initiatives, programs, and services while also providing administrative support to the Mayor and City Manager.

### **Duties and Accountabilities:**

#### General Communications

- Supports equity, diversity, and inclusion in all communications
- Assists in developing and executing public relations campaigns to communicate and maintain a positive image for the City of Owen Sound, including profiling or showcasing "good news" stories/events, etc.
- Develop and create appropriate and branded materials to support communications programs, while complying with AODA accessibility standards and guidelines.
- Assists with Government Relation communications such as letters to elected officials, briefing notes etc.

#### Media Relations (30%)

- Media Contact List - maintain and act as main contact for all enquiries from the media
- Contributes to the development and implementation of media strategies and issues management in support of the City's goals, objectives, programs, and services targeting both external and internal audiences. Ensures the City's reputation and image are upheld by monitoring, researching, and analyzing programs and issues.
- Generates pro-active communications to promote Term of Council Priorities, city-building initiatives, and key business areas. Utilize news media in print, broadcast, radio, trades, social media, and multicultural media outlets.
- Writes and edits media releases for Mayor and City Manager Office; edits and facilitates approvals of media materials, including media releases, in support of the City.

#### Social Media (30%)

- Create and monitor social media campaigns, strategies, content, and implementation schedules

that support various corporate communications or priorities. Develop and plan posts for engaging through social media in accordance with details above

- Utilize Hootsuite to manage timing of posts on various City social media sites including Corporate Facebook, Corporate Twitter, and LinkedIn (scheduling posts from various departments including Fire, HR, Mayor and Council)
- Monitoring comments (there is an expectation / code of conduct) - deleting/responding
- Responding to Customer enquiries (occasional)

#### Administrative (35%)

- Office administration and administrative technical support for the Mayor/ City Manager including correspondence, telephone inquiries, and accounting duties.
- Maintain working schedule and calendar for Mayor as well as scheduling public and internal meetings as requested.
- Coordinate office activities ensuring timely follow-up to all inquiries, track and complete action items, and ensure urgent issues are addressed and/or redirected throughout the day.
- Maintain contact with community groups, agencies, organizations, and other levels of government on behalf of the Mayor and City Manager and deal with all contacts in a courteous and efficient manner to always promote a high standard of public relations.
- Organize and schedule events related to the City Manager Office e.g., CM coffee chats
- Arranges designated replacements from among Council Members for the Mayor as required.
- Prepare travel schedules, book travel arrangements and make reservations for Mayor/City Manager
- Provide administrative support to the Mayor/City Manager through responsibility for research, preparations (written or verbal) for reports, projects and presentations
- Assists in maintaining effective and co-operative liaison between the City Manager's Office, Members of Council, Senior Managers and Mayor's Office.
- Handles administrative and policy matters with discretion, issues that transpire which can be extremely sensitive and confidential.
- Provide backup response and customer service for incoming phone calls to City Hall, providing accurate, customer-focused responses and taking on responsibility for customer first call resolution wherever possible

#### Screens / Signs (JMRRC Sign / Facility Screens) (5%)

- Develop and schedule posts for engaging through the signs in collaboration with various internal divisions

#### Interactions with Others

- Participates on interdepartmental staff committees; liaises with various associations and other levels of government.

#### Other duties including:

- Provide support to Communications and Strategic Initiatives Advisor and Senior Manager, Strategic Initiatives and Operational Effectiveness when needed.

### **Employee Health & Safety Responsibilities:**

Carry out work in a safe manner, preventing safety hazards to the incumbent and others;

Actively participate in all COS safety initiatives and trainings;

Report all hazards, incidents, accidents, near misses, injury, or illness promptly to your supervisor; complete all requested documentation.

Follow all COS policies and procedures as well as the Occupational Health and Safety Act.

For a detailed description of worker responsibilities see the Occupational Health and Safety Act Part III Section 28

## **Educational Requirements:**

- Prefer Two-year post-secondary diploma in office administration, communications or suitable equivalent.

## **Skills and Competencies at the Working Level:**

- Excellent judgment, initiative, and critical analysis abilities
- Proven track record with using various social media platforms (i.e., Facebook, , Twitter, LinkedIn, and Hootsuite)
- Excellent communication, time management and organizational skills.
- Accuracy and attention to detail.
- Ability to interact professionally and effectively with all levels of staff and the media, exercising sound judgment, tact, and diplomacy.
- Knowledge of, or demonstrated ability in, the City's core competencies and relevant functional competencies (experience in a municipal setting an asset)
- Thorough working knowledge of computer software packages including MS Office Suite.
- Possess and maintain a valid Ontario Class "G" Driver's License, and access to a vehicle required

## **Experience at the Working Level:**

### **Previous Work-Related Experience (# of years or months):**

- Minimum three years administrative/communications experience.
- Experience in a municipal setting would be an asset.

### **Positional on-the-job training required (# of weeks or months):**

6 months at City of Owen Sound to gain understanding of corporate culture, local practices, and annual processes

## **Supervisor/Management:**

**Character of Supervision:** (Type of supervision)

N/A

## **Physical Demands:** Length of time/repetitions/weight in average working day.

Computer Use: up to 5 hours per day

Walking: up to 1 hour per day

Standing: up to 1 hour per day

Sitting: up to 5 per day

Lifting: up to 40 pounds

Ladder Climbing: occasional

Exposure: [Click here to enter text.](#)

Other: [Click here to enter text.](#)

### **Working Conditions:**

Hours of work: 18 hours per week

Shift length: 3.5 hours per day

Shift Schedule: Monday - Friday

Additional Comments:

### **Consequence of Errors:**

Errors could result in loss of credibility of the organization and the Office of the Mayor, City Manager would be compromised.

Breach of Confidential or sensitive information could lead to legal action and costs to the organization.