

## Manager of Communications and Community Experience

Welcome to Ramara Township, located in Central Ontario, just 90 minutes from the GTA. Nestled between Lakes Simcoe and Couchiching, we offer access to beautiful parks, beaches, and trails. We value our employees and promote a positive, collaborative workplace. Benefits include health coverage, an OMERS Pension plan, paid time off, and flexible work arrangements. Join us in making a difference in the community by applying for the Manager of Communications & community Experience. We look forward to your application!

### Core Responsibilities

#### Strategic Communications and Engagement

- Develop and lead integrated communications strategies aligned with the Township's corporate objectives and strategic plan.
- Act as an advisor to the CAO and senior leadership team on internal and external communications, branding, media relations, and public engagement.
- Oversee crisis communications, issue management, and media relations to ensure timely and accurate messaging.
- Manage the Township's digital presence, including the website, social media, newsletters, and corporate materials.
- Support the development, monitoring, and reporting of the Corporate Strategic Plan and business plans.
- Contribute to cross-departmental project teams and lead special initiatives as assigned by the CAO.
- Ensure compliance with municipal regulations, occupational health and safety standards, and confidentiality requirements.

#### Customer Service Leadership

- Serve as the Township's lead for corporate customer service, providing strategic oversight and ensuring consistent, high-quality service delivery across all departments.
- Oversee customer service initiatives, processes, and standards, working collaboratively with internal teams to align practices and enhance the overall customer experience.
- Act as a connector between communications and customer service functions, ensuring that messaging, service channels, and public interactions are coordinated and responsive.
- Identify opportunities to improve service coordination, responsiveness, and accessibility through both digital and in-person channels.
- Support the integration and effective use of tools (e.g. service tracking systems) that enhance customer experience.
- Contribute to training, onboarding, and knowledge sharing related to customer service excellence, in collaboration with department leaders.

### Salary

\$101,574.59 – \$118,827.71/year, plus a comprehensive benefits package, enrollment in the OMERS pension plan and flexible work arrangements as appropriate.

### Join Our Team

To apply, please combine your cover letter and resume into a PDF document entitled "**Manager of Communications & Community Experience**" addressed to Brittany Wilson, CHRP, Manager of HR/H&S and submit to [hr@ramara.ca](mailto:hr@ramara.ca). Please be advised, this posting will remain open **until April 29, 2025**, at 4:30 p.m.

#### Economic Development

- Support business retention and attraction initiatives in collaboration with the CAO, including community engagement, promotion of local assets, and economic planning.
- Foster relationships with local businesses, community partners, and regional agencies to advance economic development goals.
- Identify and pursue grant opportunities to support key initiatives and community projects.

#### Experience

- A minimum of three years of progressive experience in communications, public engagement, or customer service; municipal experience is considered an asset.
- Computer literacy utilizing MS Office software applications and proficiency with word processing, spreadsheet, data base and presentation software, etc.
- Demonstrated ability to provide strong internal and external relationship management skills, including ability to engage and align multiple stakeholders in the development and implementation of strategy.

#### Qualifications & Skills

- University degree or college diploma in a related discipline (e.g. Communications, Marketing, Business Administration or Economic Development) from a recognized university or college with Canadian accreditation.
- Post graduate training in Public Relations or Strategic Planning.
- Lean Six Sigma Belt Certification, strategic planning, or project management experience considered an asset.
- Demonstrated leadership in managing corporate communication strategies and enhancing customer experience.
- Strong relationship-building skills with the ability to collaborate across departments and engage external parties.
- Experience in supporting or leading economic development initiatives is a strong asset.