

JOB DESCRIPTION-REBUILDING DOWNTOWN INFRASTRUCTURE COMMUNICATIONS LIAISON-2 YEAR
CONTRACT POSITION (003).DOCX

Department:	Road Construction
Reports To:	Director of Community Services, Infrastructure and Operations
Supervises:	Not Responsible for Supervision of Staff
Review Date:	February 2025

SUMMARY OF POSITION

Reporting to the Director of Community Services, Infrastructure and Operations, the Rebuilding Downtown Infrastructure Project Communication Liaison is a proactive and motivated individual who plays a pivotal role in facilitating and conveying detailed communications about the progress of the Rebuilding Downtown Infrastructure Project to the internal and external stakeholders. This position acts as the connective bridge between various departments within the organization, ensuring a smooth and efficient flow of time sensitive information.

FUNCTIONAL RESPONSIBILITIES

- ❖ Acts as the on-site primary point of contact to establish and maintain open lines of communication with the Downtown businesses, residents, contractors and the public.
- ❖ Monitors daily construction activities to ensure accurate progress updates.
- ❖ Identifies, designs, evaluates and oversees the procurement of project-related signage, ensuring strategic placement and effective messaging for the public safety.
- ❖ Assesses and escalates issues to the appropriate individual(s) and/or department to ensure timely resolution including tracking all issues and resolutions to inform ongoing improvements and implementations.
- ❖ Ensures vital information is relayed to the Director of Community Services, Infrastructure and Operations and cascaded throughout the organization when required.
- ❖ Collaborate with the Municipal Executive Coordinator to develop and deliver of timely project updates through various channels of communication, including but not limited to digital platforms.
- ❖ Adheres to Town and Departmental policies, procedures, and programs. Contributes to completion of department goals and objectives regarding own work as requested by the CAO and Director of Community Services, Infrastructure and Operations.
- ❖ Promotes a high standard of customer service to the public as well as to all internal customers.

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- ❖ Assists in the maintenance of a positive team environment by working cooperatively with other staff, using the appropriate processes for handling problems, helping to motivate and encourage peers, contributing ideas, and assisting others where necessary.
- ❖ Performs other related duties as assigned.

POLICY/PROCEDURE

- ❖ Not responsible for policy and procedure development.

STRATEGIC MANAGEMENT

- ❖ Not responsible for strategic management, however the incumbent will be instrumental with strategic alignment among the various corporate departments

EDUCATION AND QUALIFICATIONS.

- ❖ Requires Community College level diploma in Construction Management, Public Relations, or related field.
- ❖ Minimum of two (2) years' experience in senior executive administrative role in either the public or private sector
- ❖ Valid Ontario "G" Drivers Licence
- ❖ Clean Driver's Abstract
- ❖ Satisfactory Criminal Records Check (CRC)

KNOWLEDGE AND SKILLS

- ❖ Basic knowledge of the Municipal Act and other relevant legislation is considered an asset.
- ❖ Requires a sound knowledge of local government matters to resolve issues that arise. Thorough working knowledge of administrative management processes and protocol, records management practices, general office equipment operation, research resources and practices, customer/public relations principles in a service-excellence environment, and local government functions/services, organization/governance structures and legislative/regulatory framework.
- ❖ Knowledge of municipal policies and procedures, by-laws, and regulations, as well as other department personnel as resources in the performance of duties
- ❖ Knowledge and use of general office equipment including related computer software/hardware.
- ❖ Strong organizational skills to prioritize workload to meet established deadlines.
- ❖ Strong verbal communication skills to provide accurate information in a pleasant and effective manner.

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- ❖ Strong interpersonal, project/time management, analytical, communication, presentation, public/media relations, problem-solving, organizational/coordinating, research, minute-taking, writing, typing/formatting, customer service, and multi-tasking/work prioritization.
- ❖ Ability to demonstrate tact and discretion in handling matters of a confidential or politically sensitive nature.
- ❖ Ability to think and act strategically and appropriately in a political and community service environment.
- ❖ Ability to work independently with minimal supervision and in a team environment.

PERSONAL CONTACTS

Communicates with internal and external individuals.

- ❖ Internally, this includes:
 - CAO, Senior Leadership Team Directors and Managers, municipal employees, and members of Council
- ❖ Externally, this includes:
 - The public, neighbouring municipalities, consultants, contractors, provincial and federal agencies, and non-governmental organizations (NGO) (i.e., local service clubs, etc.)

HEALTH AND SAFETY

- ❖ Ensure that Occupational Health & Safety Act, the Town of Goderich Health and Safety Program, and other provincial legislation and regulations are strictly observed and followed.
- ❖ The Town will provide the necessary safety equipment for this position.

WORKING CONDITIONS

Work occurs on-site in an office and outdoor environment with a high degree of public contact. This position requires long periods of sitting or long hours on your feet, as well as consistent visual and mental concentration on computer screen(s). **Hours of work are scheduled within the core operating hours of 8 AM – 4 PM, Monday through Friday but maybe required to work weekends during peak time.** Occasional overtime may be required to deal with peak periods, Council or evening meetings, deadlines imposed by the Chief Administrative Officer, Council direction or by legislation. Work involves exposure to disruptions, difficult situations and/or conflict that must be handled diplomatically and without compromising the Town of Goderich's corporate policies. Occasional heavy lifting may be required for project-related signage.



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NOTE TO READER: This job description is intended to relay information that describes the general responsibilities, tasks and processes involved in performing the duties of this job. It is not intended to be a comprehensive list of tasks or a detailed step-by-step job manual. The information provided will indicate the general skills, effort, responsibility, and working conditions expected in the role.