

CITY OF HAMILTON

CITY MANAGER'S OFFICE
COMMUNICATIONS AND STRATEGIC INITIATIVES DIVISION – COMMUNICATIONS SECTION – LOCATION –
71 MAIN ST W, CITY HALL

COMMUNICATIONS OFFICER

SUMMARY OF DUTIES

The position is part of the City of Hamilton's Communications & Strategic Initiatives Division and reports to the Senior Communications Officer, Communications Section. This position will provide business and communications support, strategic counsel and tactical support to the organization. This position will also support various corporate communications work, as required.

GENERAL DUTIES

Develop and deliver communication plans for departmental initiatives and associated programs while addressing communication needs through a variety of methods. Work closely with the project team to ensure that communications are timely, informative, effective and efficient.

Assists in the development and maintenance of communication policies and procedures to ensure that all communications and public relations activities across the organization are delivered consistently and assist in building positive relations with internal and external stakeholders.

Provides advice and counsel to the project team on matters of communication, web presence, advertising, public affairs and media relations from a strategic point of view consistent with corporate communications.

Interview stakeholders, research and write a comprehensive community project history.

Ability to work with a high degree of independence to initiate and complete work assignments and to work on multiple tasks and set priorities.

Formulates and implements communication plans to support the City of Hamilton's efforts in building effective relationships with its internal/external clients and stakeholders.

Takes initiative and is proactive in delivering quality services in a timely and cost-effective manner with a customer service focus.

Facilitates all phases of public relations required to reach internal and external target audiences.

Coordinates projects and events that require the collaboration of a variety of internal resources.

Research, write, edit and/or review reports, content, speeches and presentations open request and/or as appropriate.

Assists outreach and education groups across the organization with business promotions and marketing.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned that are directly related to communication efforts within the Communications & Strategic Initiatives Division.

QUALIFICATIONS

1. Demonstrated experience in public relations or in a communications environment normally acquired through the completion of a Degree or Diploma in Public Relations, Journalism, a related discipline or an equivalent combination of education and related work experience.
2. Demonstrated experience with audience analysis, communication theory and development of communication strategies for internal and external audiences.
3. Superior written English and editing skills with a high standard of accuracy. Sound knowledge of communication theory and design. Ability to translate complex or technical ideas or information in simple terms. Experience in writing for diverse audiences.
4. Proficiency required across a broad range of communications and public affairs disciplines including internal communications, employee and community relations, issues management, strategic communication planning and implementation, advertising, media relations, presentations and speech writing, event coordination and promotion.
5. Superior skills in verbal and written communication, delivering presentations, interpersonal communication on project teams and when providing technical consultation.
6. Experience with the following is an asset:
 - Public sector and/or municipal government environment
 - Being on call outside of normal work hours, where some employees work remotely
7. Capable of working independently as well as part of an interdisciplinary team and of building strategic relationships both within and outside the organization.
8. Excellent computer skills and knowledge of web-based applications an asset.
9. Ability to balance a number of tasks simultaneously and to meet deadlines is essential.