

## CITY OF HAMILTON

### CHANGES OF JAN 2018

### PUBLIC WORKS DEPARTMENT

### (HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH, OUTREACH & EDUCATION - LOCATION – 330 WENTWORTH STREET NORTH)

### COMMUNITY OUTREACH EDUCATOR – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Outreach & Education, the Community Outreach Educator would be responsible for receiving, investigating, responding and processing Councillor generated water, wastewater and stormwater resident concerns. This person will deal with Divisional escalated customer service inquiries and will educate and support the resident to suitable outcomes for their concerns. This position will represent the Division at public events and functions to support resident education of Divisional programs. This position will also assist in the development and implementation of Hamilton Water programs, policies, process improvement initiatives, community outreach and educational programs for residents and industrial/commercial/institutional customers.

#### GENERAL DUTIES

Be a dedicated liaison for the Hamilton Water Division to members of Council and their Administrative Assistants.

Receives, responds, monitors, logs and follows up on inquiries from elected officials and senior staff. Liaises with residents, contractors, private industry, other municipalities, social media, interest groups and the community with respect to Hamilton Water programs and policies.

Works with staff from each section of the Division to research issues, initiate investigations, create recommendations and follow up to ensure resolutions are communicated in a timely manner.

Retrieves and interprets data from computer-based information systems (e.g. Hansen/IPS, ESRI/GIS/GIMS/Geomedia). Attach electronic copy of response letters to elected officials and customers to the relevant address in a computer-based information system, e.g. Hansen/IPS.

Develops presentations, materials, information reports, letters and education packages.

Present to and represent the City at various organizations events and educational functions.

Administers the Divisional New Employee Orientation training session for new Hamilton Water employees.

Researches and prepares Hamilton Water guidebooks, procedures, process improvement initiatives and reports.

Coordinates Divisional media advertising and works with media buyer to execute ad plans.

Manages Hamilton Water's marketing material displays at all Municipal Service Centre's and ensures compliance with the Divisional document control system BCOS.

Maintain Hamilton Water webpage content.

Assist in the development, coordination and implementation of Hamilton Water community outreach programs and events.

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 which are directly related to the major responsibilities of the job.

**QUALIFICATIONS**

1. Proven knowledge of the practices and theories of, communication, marketing or public relations, normally acquired by attaining a degree or diploma in Business, Public Relations, Journalism, Communications, Marketing or a related discipline or an equivalent combination of education and relevant work experience.
2. Previous work experience with water, wastewater and stormwater and an understanding of water systems is an asset.
3. Previous demonstrated experience in customer-focused environment receiving, investigating, responding and processing inquiries and customer service requests within a data management system.
4. Must be professional, composed, articulate and have a helpful supportive nature to deal with elevated resident and Councillor concerns. Must be able to communicate professionally, both verbally and in written form.
5. Previous experience developing and delivering presentations with a demonstrated ability to lead initiatives.
6. Experience conducting research and preparing materials such as reports, brochures, procedures and general correspondence.
7. Intermediate level Microsoft Word, Excel, Microsoft Outlook and PowerPoint required.
8. Experience in Hansen/IPS and Adobe Creative Suite is preferred.
9. Event management skills are preferred.
10. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development, and is results oriented.

**NOTES:**

Must be physically capable of lifting up to 25 lbs without assistance. Ability to lift large and heavy items, load and unload items for outreach events.

Must be able to work outside of normal hours including evenings and weekends as required/depending on the project circumstances.

Must possess and maintain a Class "G" Driver's License valid in the Province of Ontario and a point-free driving record and or record found to be satisfactory to the City of Hamilton.

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

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