

<b>TOWN OF STRATFORD - JOB DESCRIPTION</b>			
<b>POSITION:</b>	<b>Engagement and Research Coordinator</b>	<b>JOB NUMBER:</b>	<b>No. 34</b>
<b>SALARY RANGE:</b>	<b>Level 6, 37.5 hours per week</b>	<b>ESTABLISHED:</b>	<b>April 2019</b>
<b>RESPONSIBLE TO:</b>	<b>Chief Administrative Officer (CAO)</b>	<b>REVISED:</b>	

**JOB SUMMARY**

- The Engagement and Research Coordinator manages town communication channels and provides support to the Community and Business Engagement Manager and Chief Administrative Officer for research, preparing applications for funding, open government, engagement and economic development activities.

**MAJOR RESPONSIBILITIES**

- To coordinate and complete day to day communications functions including social media, e-newsletter and website for the Town and to coordinate the development of the Town Talk newsletter
- To champion the engagement strategy within Town departments and assist them with engagement activities
- To assist with the implementation of the Open Government Bylaw, including processing freedom of information requests, and publication of data and information
- To conduct research, prepare applications, design publications and prepare reports as assigned
- To prepare procurement requests and supervise the work of consultants
- To attend committee meetings and record minutes
- To assist with the planning and execution of events
- To assist the Community and Business Engagement Manager and act in their absence
- To complete other duties as assigned

**KNOW HOW**

- Extensive knowledge of website maintenance, social media, desktop publishing and graphic design typically acquired through a diploma or degree in communications, marketing or writing, supplemented by two or more years of related experience
- Proficiency in research, writing, analysis and facilitation
- Excellent organizational, interpersonal and communication skills

**WORKING RELATIONSHIPS**

- Reports to the Community and Business Engagement Manager
- Advises town staff in engagement and marketing activities
- Interacts with Council, staff, committee members, businesspersons, governments and other stakeholders

**PROBLEM SOLVING**

- The ability to develop and evaluate strategies for effectiveness and efficiency
- The ability to adapt with shifting priorities in a dynamic environment
- The ability to tactfully handle complaints and direct to the appropriate department

**ACCOUNTABILITY**

- Accountable to the Community and Business Engagement Manager for performance

**WORKING CONDITIONS**

- Physical Effort - work involves sitting for extended periods and occasional set up and tear down for programs and events with some equipment weighing more than 20 Kg.
- Physical Environment - works in an office environment, usually independently, with visits to Town functions and events.
- Sensory Attention - work requires significant computer screen time, attention to detail, regular interruptions, and significant interactions with staff and members of the public.
- Mental Stress – work will involve meeting deadlines, schedule management, attending meetings and events after normal work hours, and occasional unpleasant interactions with members of the public.