

Non Union

Job Title:	Waste Management Engagement & Education Coordinator		
Job Opening Id:	29061	# Required:	1
Business Unit:	Public Works	Division:	Waste Management
Location:	Headquarters Campbell West	Standard Hours:	35.00 / week
Full/Part Time:	Full-Time	Regular/Temporary:	Regular
Salary Grade:	5	Salary Range:	\$ 69,440.00 - \$ 81,690.00
Post Date:	2021-07-19	Close Date:	2021-08-01

Serving a diverse urban and rural population of more than 430,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

Job Summary

Reporting to the Director of Waste Management Services, the Waste Management Engagement & Education Coordinator is responsible for researching, planning, developing and managing Public Outreach programs and researching, analyzing, recommending and implementing strategic communication strategies to satisfy internal and external needs relating to waste management services.

Education

- Post-secondary diploma or University degree, preferably in Environmental, Communications or related field.
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Knowledge

- Equivalent experience in a waste management, or related environmental field or social marketing and communications.
- 5 years' experience in waste related field, including, outreach and social marketing and presentations.
- Experience with community groups, public consultation processes or environmental training is preferred.
- Understanding of current and relevant provincial waste management legislation and regulations is preferred.
- General knowledge of AODA requirements is preferred.
- Thorough knowledge in the MS Office suite of products, including Word, Excel, Access, PowerPoint, Publisher and Corel Draw.
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Responsibilities

Researches, develops and initiates the implementation of public outreach programs to satisfy internal and external needs relating to waste management services

- Researches, analyses and proposes recommendations on the development and implementation of social marketing and outreach programs related to waste management
- Manages the development, design and production of promotion and education materials

- Provides expertise and acts as the content expert to other departments for promotional and educational materials related to waste management programs/services
- Supervises interns/students, providing training and orientation, managing work schedules, assigning tasks and manages all aspects of the outreach, event, school and summer camp programs.
- Develops, reviews, administers and supervises contractual services and tenders/quotes
- Monitors and evaluates performance and work of contractors, printers and suppliers, verify and recommend payments to contractors, printers and suppliers, and monitor expenditures to ensure that all assigned items are within budget allocations
- Participates in proposal interviews, reference checks and evaluate proposals to recommend retention of consultants, contractors or suppliers for public outreach and other related programs
- Initiates strategic communication plan development and implementation to ensure ongoing effective and aligned communications within departmental priorities to satisfy internal and external needs and ensure goals, objectives and key messages are aligned with corporation's overall vision and Council business plan
- Provides input into divisional priorities to develop key messages and recommend communication strategies
- Identifies and analyzes trends in communication and outreach and recommends initiation of identified best practices
- Identifies opportunities for improving communication strategies developing and presenting recommendations
- Initiates and implements Divisional communication strategies to educate and inform of waste management services
- Reviews and analyzes program needs and anticipates future needs to prepare detailed budget for all communications, outreach and promotional items; Provides budget guidance to other divisional areas as they relate to communication, outreach and promotion
- Gathers data, conducts research and prepares background documents, reports and presentations regarding public outreach, for review by Divisional management team and deliver to Council and other stakeholders
- Prepares special project summaries and status reports for presentations as required.
- Gathers and prepares data for waste management benchmarking initiatives, providing on-going reviews, recommending improvements to data collection and assisting with presentation and reporting of results as required

Acts as the Divisional lead contact and liaison for communication and media related issues

- Ensures that corporate policies, procedures and standards are understood and followed within division, including brand application and consistency
- Attends meetings of regional staff, consultants, project committees and the public, preparing summaries and action plans for subsequent follow-up as required
- Liaises with stakeholders, community groups, government agencies, funding organizations and municipal representatives
- Reviews and responds to questions, comments, complaints and requests for information including the handling private information
- Maintains external web site information for the division by working closely with the web application analyst, web communication coordinator and corporate communications staff, includes writing for the web, editing and/or vetting information provided by staff for uploading
- Analyses website and social media analytic data to determine website communication efficiencies and effectiveness

Provides support to the Division as required for various programs/activities.

- Prepares materials and undertakes orientations and presentations as needed for new, regular, part-time and temporary staff in the Waste Management Services Division
- Undertakes internet/web page searches as required.
- Monitors customer issues tracking system for the Division
- Develops procedures and guideline documents for review and consideration by management
- Drafts new and updates existing policies, procedures, reports and manuals as required
- Interviews, selects, trains and manages tasks and schedules of interns and/or students
- Researches, develops and prepares material for public presentations and meetings, including PowerPoint files, data sheets, newsletters, questionnaires, display boards and graphics

Engages the public, staff and stakeholders to inform about waste management services and activities and to gather input and data to enhance and improve waste management services

- Researches, analyses, plans, develops and implement communications plans and strategies designed to assist the Division in building positive relations with the public and engagement in participation in the Division's programs
- Manages design and authors content for divisional newsletter, divisional meetings and internal webpages.
- Develops and implements feedback surveys on various programs and services
- Researches and pro-actively initiates outreach and engagement opportunities in the community
- Plans and implements public engagement activities such as events, open houses and consultations
- Researches, develops and prepares material for public presentations and meetings, including PowerPoint files, data sheets, newsletters, questionnaires, display boards and graphics.

- Prepares for meetings, specific notices or bulletins, public information sessions and displays.
- Manages the development, coordination and implementation of waste management events such as Earth Week, Compost Awareness Week and Waste Reduction Week,
- Researches, creates and delivers presentations to internal and external stakeholders.
- Authors articles for external and internal Regional publications and external subject area publications

Special Requirements

- Must maintain ability to travel in a timely manner to other offices, work locations or sites as authorized by the Corporation for business reasons.
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values of service, honesty, choice, partnership and respect.

To view the full job description and requirements, visit our Careers page - **Job Opening #29061**

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges.....today!

Let us know why you would be an excellent team member by submitting your online application no later than **August 1st, 2021** before midnight by visiting our 'Careers' page at www.niagararegion.ca . We thank all candidates for their interest however, only those candidates selected for an interview will be contacted