



**Position Title:** Program Manager, Community Engagement

**Position Status:** Full-Time Temporary (This position to last not later than February 28, 2025)

**Department:** External Relations

**Employee Group:** Exempt

**Location:** 4515 Central Boulevard, Burnaby

**Salary Range/ Wage Rate:** Management / Leadership, Level 3A (\$145,679.67 - \$171,441.26 annually)

**Our External Relations Department is seeking a Program Manager, Community Engagement who will develop and manage public, Indigenous, and stakeholder engagement processes to support large water infrastructure and policy projects.**

**You are: A strategic thinker with experience coordinating engagement initiatives on large infrastructure and/or policy projects. You bring strong communication, planning, and facilitation skills to the table along with experience in public, Indigenous, and stakeholder engagement. You are a confident team player who enjoys working on complex projects and is able to multi-task. You enjoy working on multiple diverse projects simultaneously. You are motivated to deliver quality work and pay close attention to detail. You are strong in expressing your perspective and also value listening and learning from your colleagues. At Metro Vancouver, we operate in a dynamic and fluid environment so the ability to think strategically as well as adapt to changing conditions will be important.**

**The Program Manager, Community Engagement reports to the Director, Communications, External Relations.**

**This role:**

- Manages the community engagement program and develops engagement and consultation strategies, budgets and timelines to meet departmental and corporate objectives; provincial regulatory guidelines and requirements; and the needs and interests of target audiences for major projects. Responsible for ensuring engagement and consultation plans and activities balance public, corporate, and Board priorities.
- Accountable for the community engagement program's budget preparation, reporting and resource allocations. Monitors and controls spending to ensure the effective and efficient expenditure of allocated funds within the approved budget. Works closely with the Director to determine overall priorities and contributes to the preparation of long range strategic and financial plans of the division and department.
- Leads the development and execution of diverse initiatives such as proactive mitigation measures; First Nations engagement processes; public input; and quick responsive measures to significant public concerns.

- Manages programs in consultation with the Director and other senior staff. Allocates staff and consultants to support the engagement and consultation initiatives for planned and ongoing projects.
- Designs programs and makes decisions based on research and consultation with multiple internal and external stakeholders, including the province and other government agencies, First Nations, industry stakeholders, and the public.
- Oversees the implementation of programs, evaluates effectiveness, and makes adjustments to ongoing or future programs as required. Streamlines business processes to improve the effectiveness and efficiency of program initiatives.
- Collaborates with other corporate Public Involvement Program Managers to share information, economize resources, and establish and maintain consistent standards, systems and processes. Works cooperatively with the Program Managers to ensure the delivery of effective, timely and consistent corporate messaging. Designs mitigation strategies considering projects and initiatives underway in other departments.
- Disseminates information acquired in the field enabling decisions to be made with full knowledge of public and First Nations positions and opinions.
- Ensures that regulatory requirements for public consultations are met or exceeded. Ensures regular updates are provided to the Director and other senior staff as appropriate.
- Hires, supervises, directs and develops staff monitoring performance towards division, department and corporate objectives; ensures adherence to collective agreements and corporate policies and provides feedback regarding development and performance expectations.
- Leads, coaches and mentors staff recognizing the importance of leadership, supervisory and technical training; develops and sustains a flexible workforce encouraging staff to pursue opportunities that complement their skills and experience. Works collaboratively with staff to resolve complex technical, operational or interpersonal issues they encounter while doing their work. Acts as a resource to staff members for advice and guidance on problem situations. Ensures common understanding of long term goals and contributes to the strategic planning initiatives of the division and department.
- Establishes effective working relationships with various outside agencies and internal departments and facilitates high profile, high conflict consultation and engagement activities as a representative of Metro Vancouver. Upholds Metro Vancouver's reputation through positive and forthright dealings and anticipates reactions and outcomes allowing for the preparation of responses to inquiries.
- Performs other related duties as required.

**To be successful, you have:**

- 7 years of recent, related experience supplemented by a university degree in communications, public relations, public administration, or community and regional planning; or an equivalent combination of training and experience.
- Accreditation or eligibility for immediate accreditation in appropriate professional organization.
- Considerable technical expertise and demonstrated ability to plan and execute effective consultation and engagement programs for large scale construction projects with diverse community impacts and sometimes high profile interest and opposition.
- Sound budgeting and financial management skills. Ability to monitor budget, meet financial objectives and ensure the effective and efficient expenditure of allocated funds.

- Excellent written and oral communication skills including well developed public speaking and writing skills; ability to communicate complex technical information and provide professional and comprehensive responses to inquiries.
- Demonstrated ability to build and maintain effective working relationships. Skill in dealing openly, tactfully and sensitively in a variety of situations. Demonstrated ability to deal effectively with highly charged political situations.
- Proven ability to use judgment to resolve complex problems; ability to develop new procedures and plans to address problems considering the long-term implications of decisions and actions. Seeks to include staff in decisions that will impact them; works cooperatively to resolve differences of opinion.
- Ability to manage a complex portfolio of work while establishing ambitious and challenging goals; demonstrates persistence in overcoming obstacles.
- Sound ability to supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports.
- Proficiency using Microsoft Office programs including Word, Excel, Outlook and PowerPoint.
- Valid BC Class 5 Driver's License.

**Our Vision:**

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, 2SLGBTQI+, all genders and persons with disabilities. Accommodations will be provided upon request during the selection process.

*Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by March 6, 2024.*