



Position Title: Supervisor, Community Engagement (2 Positions)

Position Status: Full-Time Regular

Department: External Relations

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Professional / Technical, Level 3A (\$123,587.51 - \$145,395.95 annually)

Our External Relations Department is seeking two Supervisors in Community Engagement who will oversee and deliver communications and engagement work, including coordinating public, First Nations, and stakeholder engagement processes to support delivery of critical infrastructure projects.

You are: A strategic thinker with experience managing engagement initiatives on large, multi-phase projects. You bring strong communication, planning and facilitation skills to the table along with experience in public 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 Supervisor, Community Engagement reports to the Program Manager, Community Engagement and the Director of Communications.

If you are interested in this vacancy, please submit your resume and indicate in your cover letter/application which area of Community Engagement you are interested in, Water Services and/or Liquid Waste Services.

This role:

- Works as a technical/specialist resource to lead staff in the coordination and delivery of public, stakeholder, and First Nations engagement in support of policy, planning, and construction activities. Liaises with multiple internal and external stakeholders to ensure that engagement and communication activities are consistent and meet corporate objectives.
- Manages a team of staff responsible for delivering communications and engagement initiatives in support of policy, planning and construction projects. In conjunction with the Program Manager, prioritizes projects; oversees the development of engagement and communication plans; appropriately assigns resources to support

all engagement and communications needs. Determines best use of internal and external resources to meet communications and engagement goals.

- Responsible for evaluating and escalating/de-escalating concerns raised by the public, stakeholders and First Nations during engagement processes and as construction is being delivered. Works in collaboration with a team to assess the social impact of construction projects. Upholds Metro Vancouver's reputation through positive and forthright dealings and anticipates reactions and outcomes allowing for the preparation of responses to public and First Nation enquiries.
- Accountable for engagement and communications budget preparation, reporting and resource allocation. Monitors and controls spending ensuring the effective and efficient expenditure of allocated funds within an approved budget. Works closely with the Program Manager to determine overall priorities and contributes to the preparation of long range strategic and financial plans of the division and department.
- Hires, manages and supervises staff. Monitors team and individual performance towards division, department and corporate objectives. Ensures staff adhere to corporate workplace conduct policies. Leads, coaches and mentors staff; determines developmental requirements; provides ongoing and timely feedback; and supports the resolution of technical and interpersonal issues staff encounter while doing their work.
- Performs other related duties as required.

To be successful, you have:

- University degree or diploma in communications, community and regional planning, public policy, public administration or other relevant discipline. 7 years recent related experience; or an equivalent combination of training and experience.
- Accreditation or eligibility for immediate accreditation in appropriate professional organization. IAP2 certification considered an asset.
- Sound technical expertise and demonstrated ability to plan, create and implement effective engagement programs for policy, planning and construction projects with diverse community impacts and sometimes high profile interest and opposition.
- Excellent oral and written communication skills including well developed public speaking and writing skills; the ability to effectively listen, persuade others, and resolve problems using a high degree of independent judgment.
- Ability to work under broad direction and use significant independent judgment to interpret policies and determine appropriate methodologies for situations where more than one option is possible.
- Ability to build and maintain effective working relationships with internal and external stakeholders under circumstances that may be highly sensitive or adversarial. Demonstrated skill in dealing openly, tactfully and sensitively in a variety of situations.
- Strong capacity for managing conflicts; ability to use leadership and collaboration to resolve challenging issues and effectively deal with disagreements to prevent the escalation of conflict.
- Strong presentation and facilitation skills; experience in conflict resolution to anticipate reactions or outcomes and resolve issues or situations as they occur.
- Strong working knowledge of budgeting and financial management.
- Ability to meet timelines and objectives requiring persistence to overcome obstacles.
- Demonstrated supervisory skills including the ability to mentor, coach and guide 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.