



Director, Communications & Customer Experience Corporate Services Department

Reporting to the Commissioner, Corporate Services, the Director, Communications & Customer Experience focuses on customer-centric solutions and ensures alignment between communications activities and customer touchpoints to ensure a consistent experience. This includes providing strategic, innovative and forward-thinking expertise in leading the division and supporting the delivery of customer service excellence corporate-wide.

This role provides leadership related to emerging trends in the area of digital-first customer oriented solutions and is accountable for the implementation of the Town's Customer Service Strategy, which is a foundational component of Milton's Strategic Plan. This position is also responsible for leading the Town's communications activities and initiatives including: media relations, issues management, community engagement, and strategic communications.

Using exceptional relationship building and change management skills, the Director, Communications & Customer Experience collaborates directly with decision makers in other departments to identify, recommend, develop, and implement programs that promote and support customer service excellence, and effective communication and engagement strategies that support the goals and strategic direction of the municipality.

Key Responsibilities Include:

- Leads the delivery and implementation of the Town's Customer Service Strategy including but not limited to service delivery, innovative solutions and continuous improvement across all areas - in-person, online, social and telephone
- Directs and oversees corporate-wide communications strategies that support and align with the Town's long-term vision, programs and priorities while evaluating and identifying innovative communications approaches and online customer solutions that drive growth and engagement
- Establishes quality assurance standards, programs and policies corporate-wide for areas related to the customer experience
- Proactively identifies issues and their potential impact on Milton, creating and implementing strategies and responses
- Manages the integration of internal and external communications activities for the Town; ensures consistent, clear, appropriate and effective communications methods are used within the organization and with external stakeholders
- Establishes a focus on service excellence, effective communication, transparency, innovation, data integrity and workflow integration, and ensures collaboration and cooperation within the division and organization
- Provides leadership in advancing the Town's reputation and credibility through the

- use of effective communications channels including print, social media, and website
- Ensures an integrated approach to community engagement for all Town outreach initiatives
- Oversees the Town's website content administration to align information across all platforms to facilitate efficient customer service and engagement.
- Plans, develops and is accountable for the capital and operating budgets for all activities and projects within the division
- Leverages data driven reporting to improve customer service performance and leads customer service training programs and initiatives
- Ensuring divisional goals, priorities and actions plans are consistent and in alignment with the Town's Strategic Plan
- Builds and maintains relationships with internal departments and external stakeholders to develop customer service improvement plans
- Provides leadership and direction to a professional staff team and fosters effective employee relations and a supportive work environment
- Provides organizational advice in the areas of divisional responsibility; prepares reports and presents to Council as required

Skills and Qualifications

- Post-secondary degree in Public Relations, Communications, Journalism, Public Administration, Business Administration, or a related discipline
- Ten (10) years progressive experience in the area of customer service, communications and/or public relations
- Five (5) years in a leadership role leading high performing teams
- Certified Customer Experience Professional (CCXP) / Change Management is an asset
- Experience developing and implementing programs that support a positive customer experience
- Strong influencing skills and proven ability to excel in establishing credibility and effective relationship building skills
- Proven experience in emerging public relations and communications practices, including digital engagement
- Strategic leadership, effective negotiation, mediation and dispute resolution skills
- Effective financial control, strategic planning, report writing, presentation and public relation skills
- Strong project management and change management skills
- Exceptional political acuity and acumen

What We Offer

This full-time position is eligible for the following:

- Annual salary range: **\$152,093 - \$190,116** (based on a 35-hour work week)
- Comprehensive benefit package
- Participation in the OMERS pension plan
- Paid time-off including vacation, incidental time and volunteer days
- Hybrid work environment

Visit the Town's [Employment page](#) to learn more about what Milton offers.

About Milton

At the Town of Milton, we provide excellent and sustainable municipal services to foster a vibrant and inclusive community where residents thrive, businesses flourish and nature is cherished.

We are laying the groundwork for our vision for [Milton 2051](#): a safe, diverse and welcoming community that respects its natural beauty and heritage, supports a range of neighbourhoods, sustains a strong and balanced economy, and offers outstanding opportunities to live, learn, work and play.

Interested applicants should apply online at www.milton.ca under the Employment Opportunities section. The job posting closes at 12:00 am on November 7, 2024. Interested applicants, please ensure to apply by **11:59 pm on November 6, 2024**.

*If you are currently employed with the Town of Milton, please apply internally through the **Jobs Hub app** of your Workday account in order for your application to be processed as an internal applicant.*

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.