



Senior Manager, Communications & Civic Engagement

Regular Full-Time

About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

About You / What We Are Looking For

As we prepare for an upcoming retirement, we are seeking a Senior Manager, Communications and Civic Engagement. Reporting to the General Manager Corporate Services, you will be a critical member of our senior leadership team, acting as a trusted advisor and resource across all City departments. In this strategic leadership role, you will ensure that communications and community engagement align with Coquitlam's overarching priorities, advising on emerging issues and long-term engagement objectives. Through integrated communications campaigns and engagement initiatives, you will play a key role in advancing the City of Coquitlam's Strategic Plan.

About The Role

The Senior Manager, Communications and Civic Engagement leads the City's communication and engagement strategies, enhancing Coquitlam's reputation as an award-winning, innovative and community-focused organization. This role oversees all aspects of internal and external communications, brand management, marketing, media relations, and organizational change communications. Key responsibilities include aligning communications functions across departments to foster collaboration and synergy including:

- **Developing and implementing engagement and communications strategies:** Leverage all communication channels to effectively reach, inform, and engage Coquitlam's diverse community and partners.
- **Leading a team of communications and engagement professionals:** Provide leadership as a strategic advisor and public engagement expert, fostering a collaborative, inclusive, and innovative work environment.
- **Informing and engaging the community and interest holders effectively:** Demonstrate a deep understanding of community needs, ensuring City communications resonate and engage all interest holders effectively.
- **Promoting a positive work environment:** Foster collaboration, accountability, diversity, and innovation both within your team and the broader organization.
- **Serving as a trusted advisor and media spokesperson:** Act as the City's primary media contact, providing strategic counsel to senior leadership on public relations, issues management, and emerging media trends. With a focus on building strong media relationships, deliver clear, compelling messaging that fosters public trust and advances the City's objectives.
- **Building and maintaining relationships:** Cultivate meaningful relationships and strategic partnerships at all levels, both internally and externally.



- **Providing strategic leadership for planning and issue management:** Lead short- and long-term planning for engagement and communications, managing emerging issues with timely and well-crafted responses.
- **Demonstrating creative problem-solving and adaptability:** Navigate challenging circumstances with resourcefulness and innovation to deliver results under pressure, and adapt to the ever-evolving media and social media landscape.

Qualifications

As the ideal candidate you will have a Bachelor's degree in Public Administration, Communications, Journalism, or a related field, or a combination of education and equivalent experience. You bring a minimum of 10 years of strategic communications experience, with demonstrated results in delivering strategic communications and public relations plans, guiding organizational change, and managing complex consultation and engagement initiatives. You have a proven track record in senior communications leadership roles, complemented by strong relationship-building skills and strategic thinking. Experience within the public service context is considered a strong asset.

What We Offer

This excluded position has an annual salary range of \$168,338 - \$189,357 (2025 rates) with compensation based on a variety of factors including qualifications, knowledge, experience, and skills. You will have the opportunity to join a fast-growing, dynamic, and diverse team dedicated to supporting the local community, and access to a variety of learning and development opportunities. Additionally, there is an opportunity to participate in a flex day program and hybrid work options. This position is based in Coquitlam with some flexibility for hybrid work. The City offers an attractive vacation and extended benefits package, including participation in the Municipal Pension Plan.

Accessibility / Equal Opportunity Employer

The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization, we are committed to creating an inclusive work environment to support our growing and diverse workforce. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit coquitlam.ca/edi for more information. If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required. Applicants under consideration may be required to undergo and submit an acceptable police information check.

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on LinkedIn to learn more about how #YouCouldWorkHere too!

Please apply online at www.coquitlam.ca/careers. The posting will remain open until November 28, 2024.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.