
Public Engagement Coordinator

DEPARTMENT:	Community Services	STATUS:	Regular Full Time
NO. OF POSITIONS:	One	UNION:	CUPE387
HOURS OF WORK:	35 hours per week, non-standard hours of work	SALARY:	\$39.14 - \$46.07 per hour (2024 rates) + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 85,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

Are you passionate about helping connect diverse community members with government and decision-making processes? Do you thrive on collaboration, outreach, facilitating dialogue with a wide variety of individuals and groups, and working to reach voices that don't usually participate?

As a Public Engagement Coordinator you will play a critical role in supporting the City's public engagement and consultation initiatives to maximize diverse community participation, foster transparency, and support participatory decision-making. Reporting to the Supervisor, Public Engagement, this role includes a wide range of skills and experiences, including project management, event planning, outreach, plain-language communications, strong interpersonal skills, passion for connecting with communities, and inter-cultural literacy.

Your key responsibilities include:

- supporting City departments with planning, implementation, logistics and reporting back for a wide variety of public engagement initiatives across the organization. This often includes reviewing and refining draft engagement content, and developing effective engagement activities and questions to meet engagement objectives.
- supporting the delivery and facilitation of engagement activities both in person and online
- supporting the increased equity and inclusion of the City's engagement activities by building ongoing relationships with community interest groups and conducting outreach to include broader, more diverse voices from across the New Westminster community
- supporting the management and oversight of the Be Heard New West online engagement platform
- supporting public engagement best-practice development and staff capacity-building
- supporting research, development, delivery and evaluation of new engagement approaches developing plain-language information and promotional materials to support engagement activities, including outreach, education and participant recruitment

If you are passionate about dialogue and participatory decision-making, we want to meet you!

- You have a bachelor's degree in planning, communications or public relations, or related discipline, plus sound related experience in public/community engagement tactics, principles, and strategies, or an equivalent combination of education, training, and experience acceptable to the employer may be considered.
- You are proficient in IAP2 best practices in public engagement, as well as emerging and innovative approaches and techniques. IAP2 training is an asset.
- You are skilled in analyzing public engagement input and identifying themes and potential recommendations.
- You have excellent written and verbal communication skills, including facilitating meetings and workshops.

- You have a talent for establishing and maintaining effective working relationships with a wide variety of internal and external contacts, including colleagues from different departments, community members from diverse backgrounds and perspectives, business leaders, municipal officials, and the general public.
- You are adept in understanding complex information and able to distill key information to develop plain-language communications materials to support engagement activities.
- You are an expert in outreach and promotions, and usage of social media and online engagement platforms and tools.
- You are knowledgeable of municipal priorities, programs, activities, and practices.
- You have strong conceptual, analytical, and problem-solving skills.
- You have demonstrated strategic thinking ability in order to identify key issues and generate solutions.
- You have the ability to work a non-standard work week as operationally required, including evenings and weekends.
- You have the ability to successfully pass and maintain a Police Information Check.
- Proficiency in languages in addition to English is an asset.

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by September 25, 2025.

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada.