

BUILD A CITY. BUILD A FUTURE.



CREATIVE SERVICES MANAGER REGULAR FULL-TIME

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

EMPLOYMENT STATUS

Exempt – Regular Full-Time | 37.5 hours/week

SCOPE

Reporting to the Director, Communications & Engagement, the Creative Services Manager leads the design, production, and delivery of creative content and materials that support the City's communications objectives and priorities. The role is responsible for developing, managing, and stewarding the City's brand to ensure a clear, consistent, and compelling identity across all communications and public-facing materials. This includes overseeing brand strategy, visual identity standards, and brand governance to ensure alignment with the City's strategic priorities and values.

The role also leads a team of creative professionals and ensures the timely delivery of high-quality creative assets that support City campaigns and initiatives. It identifies opportunities to improve processes, workflows, and service delivery within the division while fostering a creative, inclusive, and innovative work environment.

RESPONSIBILITIES

- Lead, mentor, and support a team of creative professionals, including graphic designers, videographers, and print and production staff, fostering a positive, inclusive, and collaborative work culture.
- Oversee all stages of creative production from concept to completion, ensuring the timely delivery of print, digital, and multimedia projects. Assign tasks and manage workload distribution within the team.
- Work closely with Strategic Communications, Digital Communications, Media Relations, and departments across the organization to develop and deliver creative solutions that support communications and community outreach objectives.
- Develop, manage, and steward the City's brand by providing creative direction and overseeing visual identity standards and brand governance to ensure consistent application across communications, campaigns, and public-facing materials.
- Manage competing priorities and resources across multiple campaigns and initiatives.
- Coordinate with external consultants, designers, and vendors to support the development and delivery of creative projects.
- Manage the budget for creative services, including contracts with external vendors, equipment purchases, and resource allocation.
- Identify opportunities to improve processes, workflows, and service delivery, and help advance improvements that enhance efficiency across the division.

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- Stay current on industry trends, tools, and technologies in design, marketing, and communications, and recommend innovative approaches to creative challenges.

QUALIFICATIONS

- Bachelor's degree in Graphic Design, Communications, Marketing, or a related field combined with a minimum of five years of related experience, including supervisory or managerial experience, preferably in a public sector or large organizational setting; an equivalent combination of education and experience.
- Strong leadership and interpersonal skills with a demonstrated ability to motivate and develop staff.
- Demonstrated ability to build strong working relationships and collaborate effectively with internal stakeholders across departments.
- Proficiency in Adobe Creative Suite (InDesign, Photoshop, Illustrator), project management software, and other creative tools.
- Strong project management, time management, and organizational skills.
- Strong understanding of branding, design principles, communications strategies, and brand management across multiple platforms.
- Experience managing budgets and vendor relationships.
- Experience managing multiple creative projects and production timelines in a fast-paced environment, with the ability to improve workflows and processes.
- Creative and strategic thinker with a proactive approach to problem-solving.

OTHER INFORMATION

Number of Job Openings: 1

Annual Salary: M2 - \$108,999 - \$128,234

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/careers>, Job ID 7038.

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