



**Job Category:** Managerial

**Job Title:** Director – External Relations

**Application:** For External Application

**Date:** March 2026

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**Lead with purpose. Empower your team. Build meaningful partnerships.**

At the City of Thunder Bay, **Our City Runs on People Like You.** Together, we're building a workplace where everyone belongs – where your leadership enhances lives, inspires community engagement, and shapes trusted relationships.

This includes our External Relations team, where your expertise, vision, and values make a lasting impact. You will be part of a work environment that supports respectful interactions, meaningful opportunities to grow, and a culture that promotes well-being and collaboration.

Thunder Bay offers more than a fulfilling career. With its natural beauty, affordability, and strong sense of community, it's a city where you can grow personally and professionally.

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### **Where You'll Make a Difference Every Day**

You'll provide corporate leadership and strategic oversight for the City's intergovernmental relations and advocacy agenda, corporate communications and public relations, corporate customer service (including the One Stop Customer Service Shop), grant strategy and funding coordination, and related external relations functions.

You'll work collaboratively with the Mayor's Office to ensure coordination between political advisory functions to the Mayor and corporate advocacy execution.

You'll bring unique leadership to develop your team and help create a workplace where people want to stay and grow.

Whether you live in Thunder Bay, you're looking to return, or excited to make the City your new home, join a team where your skills, expertise, and presence is recognized, and make a real impact to our community.

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## **How You'll Support the Team**

In this role, you will:

- Provide corporate leadership for the development, coordination and management of intergovernmental relations and advocacy priorities, under the strategic direction of the City Manager and in collaboration with the Mayor's Office.
- Develop and maintain senior-level relationships with federal, provincial, regional, First Nations, and Indigenous governments, as well as institutional and community partners to advance municipal interests.
- Establish and oversee the enterprise-wide corporate communications and brand strategy, ensuring alignment with Council priorities, advocacy objectives, and corporate positioning.
- Provide executive-level communications and advocacy advice to the City Manager, Executive Leadership Team, and Council on strategic and politically sensitive matters.
- Lead the development of a coordinated corporate funding and grant strategy, including prioritization, alignment with advocacy efforts, and executive oversight of major submissions.
- Provide corporate oversight of the customer service framework, including the One Stop Customer Service Shop, customer relationship management systems, service standards, and performance metrics.
- Provide executive oversight of crisis communications strategy, ensuring coordinated corporate response, while operational Public Information Officer functions are delegated within the Division in accordance with the Emergency Communication Plan.
- Provide corporate leadership for the framework, development, coordination, monitoring, updating, and reporting of the Corporate Strategic Plan in collaboration with the City Manager, Council, and Executive Leadership Team.
- Provide senior administrative leadership and strategic coordination support to the Intergovernmental Affairs Committee of Council, ensuring alignment between political direction and corporate advocacy implementation.

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## **What You Can Count On With Us**

We're proud to offer a workplace where your well-being, growth, and sense of purpose come first. As the Director – External Relations, you'll enjoy:

- A competitive salary that reflects your expertise

- A matching pension plan to help you build long-term financial security
  - Comprehensive health, vision, and dental coverage, plus life insurance for peace of mind
  - Generous paid vacation and holidays, with the option to purchase additional leave days when you need more time off
  - Access to a confidential Employee and Family Assistance Program (EFAP) and wellness initiatives to support your overall health
  - Leadership development and tuition reimbursement programs, so you can continue to grow your skills and career
  - A culture of recognition and appreciation, with staff events and programs that celebrate your contributions
  - The opportunity to lead a dedicated and talented team, who are highly respected within the Corporation
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### **What You'll Bring to the Team**

Here's what will help you succeed as the Director – External Relations:

- Degree in public or business administration, political science, communications, or related discipline; and
  - Minimum ten years' progressively responsible leadership experience in intergovernmental relations, public policy, communications, advocacy, strategic planning, preferably within municipal, provincial, or federal government, including experience working with elected officials
  - Experience in a management capacity within a large, unionized, government or private sector organization
  - Knowledge of and ability to interpret applicable legislation and related regulations, municipal by-laws, codes, and standards
  - Ability to think and act strategically in a public sector environment, including the ability to conceptualize and implement departmental change strategies and support City Council's strategic goals for development
  - Excellent project/time management, analytical/critical thinking, problem-solving, and decision-making skills
  - Proven acumen in business and financial management, with the ability to improve Divisional effectiveness and efficiency through the management and utilization of human, financial, and physical resources
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**Lead With Us - Apply Today**

Ready to take the next step in your career journey? Join us at the City of Thunder Bay, where you'll support a dedicated team, and make a lasting difference every day.

Apply today at [www.thunderbay.ca/jobs-director-external-relations](http://www.thunderbay.ca/jobs-director-external-relations) and start your next chapter with the City of Thunder Bay.

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### **Belonging, Inclusion, and Your Privacy**

The City of Thunder Bay is proud to be an equal opportunity employer. We encourage applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women, and members of the 2SLGBTQ+ community. We are committed to a recruitment process and work environment that is inclusive and barrier-free.

If you need an accommodation during any part of the recruitment process, let us know — we will work with you to meet your needs.

For privacy and fairness, please do not include photos, ID cards, driver's licences, or police record checks with your application. These documents will only be requested if you're successful.