

JOB POSTING

POSITION:	Community Engagement & Communications Coordinator
TERM:	Full- Time – Permanent, CUPE 118
DEPARTMENT:	Administration
WORK LOCATION:	Municipal Office (On-Site)
HOURS OF WORK:	Monday - Friday, 8:00 AM to 4:30 PM, <i>evenings and weekends as required</i>
RATE OF PAY:	\$36.89 per hour, <i>less 10% during probationary period, plus benefits</i>
POSTING DATE:	October 30, 2025
CLOSING DATE:	November 13, 2025
POSITION START DATE:	Immediately

JOB SUMMARY

The Community Engagement & Communications Coordinator plays a central role in fostering open, transparent, and responsive communication between the District of Ucluelet and the community it serves. Reporting to the Manager of Human Resources & Communications, this position supports strategic communications and public engagement across all departments, with a focus on enhancing service delivery and resident experience.

With a strong emphasis on customer service, this role ensures that residents, businesses, and stakeholders are well-informed and actively engaged, particularly in relation to planning, building, engineering, and other District initiatives. The Coordinator helps make complex municipal information accessible and actionable, enabling two-way dialogue that builds trust, promotes transparency, and supports informed community participation.

Principal Responsibilities:

- Public Communication & Customer Service
- Serve as a key point of contact for public inquiries related to key projects, and general municipal communications.
- Develop and deliver clear, customer-focused messaging and content through website updates, social media, newsletters, email, fact sheets, and digital signage.
- Ensure communication materials meet high standards for plain language, accessibility, and visual clarity.
- Respond to public feedback with professionalism and care, working collaboratively with internal departments to address issues and concerns promptly.
- Maintain a service-forward tone in all public communications to reflect the District's commitment to excellence in service delivery.

Community Engagement & Outreach

- Plan and execute inclusive engagement processes that support planning, development, infrastructure, emergency management and policy-related initiatives.
- Coordinate and attend open houses, surveys, pop-up events, meetings and online engagement to gather feedback and foster two-way dialogue.

- Build strong relationships with community groups, residents, and Indigenous Government Organizations to ensure diverse voices are heard and respected.
- Track participation and produce engagement summaries and reports to inform decision-making and policy development. Deliver/ present engagement summaries and reports as required.

Communications

- Under direction of the Manager, collaborate with departments to develop and implement communications initiatives aligned with Council priorities and operational goals.
- Prepare and distribute media releases, public notices, and emergency updates in coordination with the Manager.
- Support communication and emergency response messaging, ensuring accuracy, timeliness, and clarity.
- Liaise with Planning, Engineering, and Building departments to align communication milestones with project timelines.
- Develop public notices / content to ensure clarity and public understanding.
- Assist with internal communications as needed to ensure consistency across teams.

Website & Content Coordination

- Maintain and update District website content with a focus on usability, accessibility, and timeliness.
- Create content for social media and other digital platforms to highlight community programs, services, and infrastructure updates.
- Monitor online engagement metrics and public sentiment to guide content strategy and customer service improvements.
- Other related duties are required.

Education, Work Experience, Required Qualifications:

- Completion of a degree in Communications, Public Relations, Journalism, Public Administration, Urban Planning, or related field.
- Minimum 2 years of experience in a communications, public engagement, or customer service role, preferably in a municipal or public sector setting.
- A combination of education and experience may be considered.
- Proven ability to write and edit for a wide range of audiences and formats, with an emphasis on clarity, tone, and accuracy.
- Experience with public engagement best practices (e.g., IAP2) and community-based project planning.
- Familiarity with planning, building, and engineering processes is a strong asset.
- Skilled in digital platforms including website CMS, social media scheduling tools, graphic design software, and analytics dashboards.
- Strong interpersonal and conflict-resolution skills; able to respond to the public with empathy, professionalism, and diplomacy.
- Valid B.C. Driver's License without restrictions.
- Subject to a clear criminal record check.

Working Conditions:

- Evening and weekend attendance at events and meetings as required.
 - Office environment with computer use.
 - Sitting for long periods of time.
 - Minimal travel between recreational facilities within the District of Ucluelet.
 - Lifting/ bending/ pushing/ carrying items for engagement event set up.
-

How To Apply:

Applicants meeting the above qualifications may apply by sending a cover letter & resume in one (1) PDF document, including three (3) relevant references.

To: Samantha McCullough, Manager of Human Resources & Communications
Email: careers@ucluelet.ca
Office: 200 Main Street, Ucluelet BC
Mail: District of Ucluelet, Box 999, Ucluelet, BC V0R 3A0

Only applications received before the position close date will be considered. The District of Ucluelet wishes to express our appreciation to all applicants for their interest and effort in applying for the position and advise that only those selected for an interview will be contacted. Thank you.