



Job Description

Administrative & Communications Coordinator

Job Title- Administrative & Communications Coordinator

Job Type- Full-time position

Reports To- CAO/Clerk

Roles and Responsibilities

The Administrative & Communications Coordinator is the primary point of contact for internal and external customers of the Rural Community of Hanwell Administrative Office. This position is responsible for ensuring all inquiries and concerns are dealt with in a professional and efficient manner and documented appropriately. This position requires a strong focus on customer service and a keen attention to detail.

As the Administrative & Communications Coordinator this position is responsible for communications and public relations support by working closely with staff and Council to deliver public awareness campaigns, advertising, media relations and community engagement in digital and print communication formats. This position also performs a wide range of professional administrative duties under tight deadlines requiring a high level of accuracy, confidentiality, and discretion.

Duties and Responsibilities

Administrative Duties

Administrative duties include, but are not limited to:

- Greet customers in person, by phone or email in a professional, friendly manner and respond to their needs.
- Reply to general information requests with accurate information.
- General clerical duties including photocopying, fax and mail.
- Prepare and modify documents including correspondence, reports, drafts, memos and emails.
- Schedule and coordinate meetings and bookings for meeting rooms and community hall.
- Responsible for rental agreements; information collected, payments and record keeping of bookings.
- Liaison between the renter and the building operations officer for rental set up.
- Responsible for key assignments for rentals.
- Update website, LED sign and office calendar daily.
- Maintain office supply inventory.
- Coordinate maintenance of office equipment.

- Assist Council/Committees with the registration of events/projects as required.
- Assist Council/Committees with the coordination of recreation and leisure activities.
- Assist Council/Committees with taking payment for recreation and leisure events/projects as required.
- Maintain the Covid Guideline Operational Plan.
- Assist the Information & Privacy Coordinator (typically a management position CAO/Clerk) with any RTIPPA requests.

Communications Duties:

Communication duties include, but are not limited to:

- Attend all Communication Committee meetings.
- Assist in the implementation of the goals and projects.
- Prepare event posters, newsletters, guides, brochures, mail outs, and presentations for various communication measures, including website, social media and in print adhering to the branding guidelines and be the liaison between the communications committee and the editor of the Herald.
- Contact businesses for interest in advertising in the Herald.
- Coordinate and provide support to staff for meetings.
- Draft public notices, press releases and other media communications as directed.
- Develop communication protocols and procedures for internal and external communication.
- Plan, develop and implement strategies and activities to increase the public's awareness regarding Council initiatives, services and programs.
- Regularly update and manage website and social media accounts.
- Coordinate the research and publication of the Hanwell Herald or any other means of newsletters (if applicable).
- Foster positive relationships with key stakeholders, elected officials and community groups by responding promptly and positively to requests.
- Prepare and post notices for statutory holidays, garbage/recycling collection and any other advertising.

Records Management Duties

Records Management Duties include, but are not limited to:

- Assist the CAO/Clerk and Asst. Clerk with legislative compliance.
- Manage records from creation to final disposition.
- Prepare records for annual destruction.
- Maintain coding, filing, storage, retrieval and cross reference index systems for all records.
- File all forms of documents (paper or electronic) as per the Municipal Records Authority.

Qualifications and Education Requirements

- High School Diploma
- Exceptional written and verbal communication skills, and proofreading skills
- Post secondary education in business administration, computer applications, and/or office management is an asset.

- Computer skills and knowledge of MS Office (Word, Outlook, Excel, PowerPoint, Adobe)
- Demonstrated talent for graphic design is an asset.
- Previous experience with confidential information is an asset.
- Previous experience with Laserfiche filing system is an asset.
- Excellent organizational skills and attention to details.
- Ability to work under pressure and manage competing priorities.
- Proven ability to work with minimal supervision.
- Must be a team player committed to building partnerships with stakeholders across the organization.

Wages and Hours of Work

Salary is commensurate with qualifications and experience.

Hours of Work: 8:00 am to 4:00 pm, Monday to Friday.

Upon direction of the clerk, may required to attend meetings and events hosted by the organization outside these regular working hours.

Hanwell Rural Community is an Equal Opportunity Employer that is committed to diversity and inclusion. Hanwell Rural Community does not discriminate on the basis of race, religion, color, sex, age, non-disqualifying physical or mental disability, national origin, sexual orientation, gender identity or expression, or any other basis covered by local law.

Revision to Job Description: June 2021