



Position Title: Community Coordinator

Department: Administration

Reports To: Chief Administrative Officer/Clerk

Status: Permanent Full Time

This job description is: New X Revised

Job Summary:

The Community Coordinator supports community development initiatives within the Township and is responsible for tourism and economic development initiatives, engagement with volunteer organizations and community groups, and the coordination of community-based activities. This role identifies and promotes opportunities for relevant programming, community activities, business development, and tourism. The Community Coordinator represents the Township on county and inter-municipal committees and provides general administrative support while working collaboratively with residents, organizations, and partners to enhance overall community well-being.

Duties and Key Responsibilities:

Community, Economic Development, and Tourism

- Identify growth and development opportunities within the Township of Havelock-Belmont-Methuen.
- Support strategic and operational planning initiatives related to community development, tourism, and economic development in alignment with Council's vision and direction.
- Identify and support new and existing opportunities to retain and attract businesses and promote local tourism.
- Act as a first point of contact for Township businesses, volunteer organizations, and community groups seeking information, support, or coordination assistance.
- Work collaboratively with Federal, Provincial, County, and Municipal partners to identify and track programs, services, and initiatives that support community, business, and tourism development.



- Participate in public meetings, roundtables, and regional initiatives to remain informed on community, economic development, tourism, and well-being priorities.
- Research and pursue funding and grant opportunities that support community development, tourism initiatives, and improvement programs.

Communications

- Assist in building and engaging audiences across all Township communication platforms.
- Assist with the development and implementation of communication strategies and content calendars across platforms including the Township website and social media channels.
- Monitor, respond to, and engage with residents through Township communication tools and platforms.
- Prepare reports and summaries related to communication activities and engagement when required.

Community Relations

- Engage with volunteer organizations, community groups, residents, and partners to support community-based initiatives and programs.
- Provide front-line customer service through telephone inquiries, front counter reception, processing payments, issuing receipts, and responding to general inquiries as required.
- Represent the Township on internal committees and external boards, working groups, and county-level committees related to community well-being and development.

Administrative Duties

- Perform administrative duties related to community coordination, communications, customer service, and development initiatives.
- Ensure the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
- Attend Council meetings, internal committees, and external partner meetings as required.
- Complete general administrative tasks and other duties as assigned.



Supervisory Responsibilities:

The incumbent has no supervisory responsibilities.

Knowledge, Training and Qualifications:

- Post-Secondary diploma in related field (Business Administration, Marketing, Economic Development, Business Management, etc.)
- Minimum two years' experience in community programming and special event coordination.
- Demonstrated administrative experience normally acquired through several years of progressively responsible experience with budget preparation, program management, analysis, evaluation and decision making.
- Demonstrated ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of the business community.
- Experience in business development.
- Experience in website and communication management.
- Excellent oral and written communication skills.
- Strong organizational ability.
- Excellent marketing and public relations skills.
- Excellent customer service ability.

Key Performance Competencies:

- **Communication & Public Engagement:** Communicates clearly and professionally in written and verbal formats; prepares and delivers accurate reports and presentations to Council, committees, community groups, and the public.
- **Customer Service & Community Relations:** Responds to public and stakeholder inquiries in a timely, respectful, and solution-focused manner; adapts service delivery to meet diverse community and volunteer needs.
- **Planning, Organization & Accountability:** Plans, prioritizes, and manages multiple tasks and projects to meet deadlines while adhering to municipal policies, procedures, and legislative requirements.



- **Administrative & Analytical Skills:** Performs a wide range of administrative functions with accuracy and attention to detail; conducts research and analyzes information to support community development, tourism, funding, and program initiatives.
- **Collaboration & Adaptability:** Works effectively with internal teams, community groups, volunteers, and external partners; adjusts priorities and maintains professionalism in a fast-paced, changing environment.

Working Conditions:

- Primarily office-based with regular time spent in the community attending meetings, events, and activities within the Township and surrounding areas.
- Standard office hours with flexibility to attend occasional evening and weekend meetings or community events.
- Moderate physical demands, including walking, standing, and light lifting related to events or site visits.
- Regular use of office equipment and computer-based systems.
- Frequent interaction with the public, community groups, volunteers, elected officials, and partner organizations.

Contacts:

Internal:

Council Members, CAO/ Municipal Clerk, Treasurer, Department Heads and other municipal staff.

External:

General public, Business Owners, Community Organizations, Federal/Provincial & Municipal Governments, Local Media.

The Township of Havelock-Belmont-Methuen is committed to providing accommodation in accordance with the Ontario Human Rights Code. This job description outlines the general nature and level of work performed and is not intended to limit accommodation requests.



Employee Acknowledgement

I acknowledge that I have received, read, and understand the Job Description for this position. I understand that this job description outlines the general nature and key responsibilities of the position and does not represent an exhaustive list of all duties that may be required. I understand that the duties, responsibilities, and requirements of this position may be revised from time to time to meet operational needs.

Signature of Incumbent

Date

Signature of CAO/Clerk

Date