

# POSTING

## COMMUNICATIONS MANAGER

Permanent Full Time (35 hours per week)

### People & Culture

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The Manager, Communications is a key member of Options Community Services to ensure the organization provides proactive and responsive internal and external communications leadership including brand awareness and social media channels. This role leads the internal communications strategy development and execution with a strong understanding of cultural diversity within the Community Service programs that Options Community Services (OCS) delivers. The Manager, Communications, should have a passion for storytelling, creative content development, as well as strategic, data-driven communications. This role will involve managing the needs of both internal and external stakeholders, actively collaborates with OCS teams across the organization to provide communications leadership and support to ensure consistent communications across a variety of channels.

#### KEY DUTIES AND RESPONSIBILITIES:

##### Communications Management

- Lead the development and execution of the internal and external communications strategies to ensure the organization's programs, values, initiatives, and team and community engagement activities are consistently communicated, understood and embedded.
- Review communication across the organization to develop, maintain, and communicate standards and processes for internal communications to ensure clarity, simplicity, style, consistency, and brand alignment including communication measurement strategies.
- Lead the development and continuous improvement of the organization's internal communications channels such as the intranet, digital boards, and print and electronic communications.
- Lead the creation of communication materials using multiple channels including digital media, newsletters, in-person events, executive messages, brochures, presentations, newsletters, surveys, posters, trade show materials, videos, website content.
- Develop internal communications that help foster employee engagement and support the organization's strategy.
- Stay informed of key milestones and events from all departments and provide timely and effective communication support and guidance.
- Support the development and training of internal ambassadors (contributors) to ensure the team is delivering on the organization's needs including leading / leading internal (communication/marketing) committees.

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 06/17/2020

OCS Posting #:A21563

## **Social Media Management**

- Has accountability for the Options main website, social media channels and intranet content.
- Generate, edit, publish and share daily content (original text, images, video or HTML) that builds meaningful connections and encourages community members to take action through all online channels (Website, SM, electronic newsletters).
- Set up and optimize company pages within each platform to increase the visibility of company's social content.
- Create editorial calendars and syndication schedules.
- Moderate all user-generated content on social media platforms.

## **QUALIFICATIONS**

### **Education, Training, and Experience**

- Minimum of 5-7 years' experience in communications and media relations.
- Fluency in English (written and oral) is required, Multilingual skill set is an asset.
- Superior writing, editing, and verbal communication skills.
- Proficient in web-based technologies as well as Microsoft Word, PowerPoint, Excel, Adobe and Database Management.
- Current on emerging communications technologies, trends, and practices.

### **Job Skills and Abilities:**

- Leadership - direct others and develops the ability of others to perform and contribute to the organization by providing ongoing feedback and opportunities to learn through formal and informal methods.
- Flexible - open to change and new information and rapidly adapts to changing conditions or unexpected obstacles.
- Detail-oriented - excellent attention to detail with the ability to follow through on assigned tasks.
- Independent - ability to work well under limited supervision.
- Analytical thinking/problem solving - capable of complex reasoning and analysis.
- Results-focused - driven to achieve.
- Interpersonal skills - able to collaborate on projects, maintain effective relationships, and communicate clearly at all levels of the organization.
- Adaptability - capable of working in a fast-paced environment, adapting to various situations, and prioritizing multiple work assignments simultaneously.
- Team player skills - possess strong commitment to team environment dynamics with the ability to contribute expertise and follow leadership directives at appropriate times.
- Must be respectful of cultural and lifestyle diversity.

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**CLOSING DATE:**

Resumes will be reviewed starting June 24, 2020 but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:**

Dee Sharma, Deputy Executive Director, People & Culture  
Options Community Services Society

Email: [recruitment@options.bc.ca](mailto:recruitment@options.bc.ca)

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21563] and outlining your qualifications and related experience for the position.