

DURHAM REGION TRANSIT COMMISSION

Program Manager, Community Engagement & Change Management
(Regular Full-Time)

Job ID: 16363
Job Number: 053

Open: Apr 29, 2022 Close: May 20, 2022

The Region of Durham is committed to diversity, equity, and inclusion within its community and organization, and strongly welcomes and encourages applications from Indigenous Peoples, people of colour, women, persons who live with disabilities, people from 2SLGBTQI+ communities and people from diverse communities.

In accordance with the AODA Act, accommodation will be provided throughout the recruitment process to applicants with disabilities.

Program Mgr, Community Engagement & Change Mgmt

Reporting to the General Manager, the Program Manager, Community Engagement & Change Management oversees year-round community engagement efforts including service and business initiatives, projects, marketing and promotion, and plans, manages and implements projects and program change management strategies. The incumbent will:

- Develop and implement community engagement plans for approved initiatives and projects as part of departmental and corporate projects and programs; support the senior management team in providing strategic and consultative advice to convey issues that influence stakeholder decision making
- Identify local and Regional opportunities to market DRT services to residents, businesses, associations, and institutions; establish collaborative opportunities with representatives from local area municipalities and other external stakeholders to advance information and knowledge sharing; strengthen working relationships with community organizations, community leaders, staff at the Region and local area municipalities
- Develop and administer short and long-term departmental strategies/plans to engage providing expertise in the development, organization, administration, and execution of special events and keeping pre and post event details
- Receive and assess requests to participate in events, functions, or activities, including charter bus services; coordinate participation for internal and external events, functions, activities including liaison with stakeholders and internal staff, preparation of quotations as appropriate, on-site logistics, arranging audio-visual equipment and facilities request where appropriate, and collaboration with the Corporate Communication Office as required to support appropriate promotion and marketing activities
- Collaborate with the senior management team, operating divisions, Corporate Communications and Regional staff to develop and implement annual customer engagement plans, manage customer and employee survey activities to establish areas of strength or development to meet community expectations, investigate current and emerging trends, track relevant issues
- Lead and implement change initiatives by developing and leading project strategies and plans, including community assessment, communications, leadership alignment, organization transition, change readiness, capability transfer, and end-user training
- Develop, review, and recommend operating and capital budgets, monitor implementation of the budgets to ensure performance objectives are attained and take remedial actions when necessary
- Prepare and issue contracts and agreements, invoices, requisitions and payment requests for special events, charter billings and other related financial-related matters
- Provide coaching, support, guidance, supervision, information, and overall leadership to assigned staff; participate in labour relations activities and participate in grievance and arbitration hearings as required

The successful applicant will possess:

- Post-secondary education in Business Administration, Public Relations or a related discipline
- A minimum of 3 years of related experience including event planning and contract administration, project management and supervisory experience
- Proficiency with MS Office applications (Word, Excel, PowerPoint, Outlook)

- Experience utilizing Microsoft Office applications and records management/classification systems including Versatile or similar electronic systems
- Experience facilitating public facing events or workshops using software like Microsoft Teams or Zoom
- Strong organizational and time management skills with an attention to detail and accuracy
- Demonstrated time management skills with the ability to prioritize demands, problem solve, meet customer service standards and deadlines
- Excellent client service, interpersonal skills, and decision-making skills exercising tact, professionalism and sound judgement; demonstrated ability to maintain confidentiality and manage confidential information effectively and appropriately
- Ability to work in a team setting as well as independently with minimal supervision and demonstrate initiative by anticipating needs and working in a pro-active manner
- Strong verbal and written communication skills including good listening skills, diction and articulation, grammar, and spelling

Knowledge of the transit industry would be considered an asset as would Change Manager certification.

Management & Exempt Salary Grade 6

- Salary: \$94,590 to \$118,238 per annum

Conditions of Employment

Prior to the start date, the successful candidate will be required to provide a satisfactory Criminal Record and Judicial Matters Check dated within two (2) months from date of hire. Proof of education, qualifications and any other job bona fide requirements will also be collected.

In addition, all Region of Durham employees are required to be fully vaccinated as a condition of hire in accordance with the Region's [Mandatory Covid-19 Vaccination Policy](#).

External Application Process

Come find a home where exciting and rewarding careers are balanced with your lifestyle. We thank all applicants; however, only those being considered will be contacted. Please apply online (www.durham.ca) no later than midnight (Eastern Standard Time) on the closing date indicated on the Job Posting.

The Region of Durham is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. If contacted for an employment opportunity and you require accommodation, or if this information is required in an accessible format, please contact us at: RecruitingHelp@durham.ca and a Recruiter will provide appropriate assistance pursuant to the Region's Accommodation and Accessibility policies. Please note that resumes should not be sent to RecruitingHelp@durham.ca.

Follow us on Twitter! www.twitter.com/regionofdurham

Like us on Facebook! www.facebook.com/regionofdurham