



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: COMMUNICATIONS ADMINISTRATIVE ASSISTANT
DEPARTMENT: COMMUNICATIONS, COMMUNITY RELATIONS, & ECONOMIC DEVELOPMENT
POSITION TYPE: FULL-TIME PERMANENT UNION POSITION
PAY GRADE: PAY GRADE 9
LAST UPDATED: AUGUST 2025

NATURE AND SCOPE OF WORK

Under the direction of, and with primary responsibility to the Manager of Communications, Community Relations & Economic Development, this position is responsible for administrative and general technical support of the Communications, Community Relations & Economic Development Department and its team members. The Communications Administrative Assistant performs a variety of administrative support duties related to communications, marketing, and engagement activities of the City. The role of the Communications, Community Relations, and Economic Development team is diverse, with duties ranging from community engagement, desktop publishing, internal communications, website maintenance, event planning, and more. Working within a service-oriented team environment, at times the position may be assigned to provide administrative support and/or service coverage to other City departmental teams.

This position requires a high level of interpersonal skills, judgement, tact, and accuracy in public communications and the dissemination of information while independently managing competing tasks.

As a member of the City of Colwood team and workplace community, the incumbent is responsible for adhering to all workplace policies and work procedures, and for demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Proactively assist the Manager of Communications, Community Relations & Economic Development and staff in effectively carrying out their duties by performing administrative and clerical work as required.
2. Consistently and proactively seeks to ensure that clients inside and outside the organization are treated fairly, promptly, effectively, and positively. Provide information to the public in person, by telephone, fax, e-mail and/or in writing regarding all Internal Communications matters.
3. Support maintenance and updates of City publications, including Service Review and Official Community Plan documents. Support processes and the development, implementation, and monitoring of Communication initiatives.



4. Be responsible for the records management process of all correspondence, records, and other documents in the Communications, Community Relations, and Economic Development Department.
5. Maintains files and records management systems for the department.
6. Tracks and provides budget updates; schedules meetings; orders office supplies, coordinates and provides support for operational plan updates and quarterly reporting; assists with compiling and tracking department and program service metrics.
7. Assist with the coordination of public engagement events, assisting with planning, coordinating the booking of venues, catering, scheduling presenters, invite list management, assisting with the ordering of supplies and the development of informational and graphic public engagement materials, and collation of engagement results. Participate in small group discussions at workshops, open houses, and public meetings.
8. Assists with the compilation of external newsletters, including printing publications, newsletters, posters, and reports. Conduct research as needed.
9. Update policy documents following approved amendments in consultation with senior staff.
10. Maintain and update the City webpage content as needed, in collaboration with all Department teams.
11. Support maintenance of current lists of grant opportunities and “shelf-ready” projects to be funded by grants.
12. Support the preparation of grant applications and compile necessary supporting information, such as letters of support from third parties.
13. Liaise with grant funders for communications and deliverables, including grant agreements, required post-award reporting, and other grant requirements.
14. Assist with maintaining various databases as directed, and with follow up as required to assist in achieving timely responses and processes.
15. Assist with the preparation and maintenance of training records for all Communications members.
16. Assist with registration of staff for various training/meetings as required, including the preparation and provision of materials to attendees as directed.
17. Assist with the compilation of reports, agendas, and taking of minutes when required for project and department meetings. May assist with committee meetings where required.
18. Assist with budget and annual service review preparations, including records, coding invoices, p-card processing, and monitoring where required.



19. Assist with project management and maintenance of the departmental work plan and service review documentation, including providing support to the Volunteer Coordinator and Youth Engagement Coordinator.
20. Assist the Manager and Communications, Community Relations & Economic Development Team with the writing of reports for Committees or Council as well as various letters, notices, advertisements, communications for the City newsletter(s), and similar documents.
21. Maintain training in all the administrative functions of the Engineering, Building, Development Services and Public Works sections of the City so that assistance and temporary coverage can be provided for one of those positions as and when directed.
22. Prepare, issue, and track procurement documentation such as requests for proposals, as directed.
23. In the event of a local emergency when the City of Colwood activates its Emergency Operation Centre and after ensuring the safety of family and property, report to the Emergency Operation Centre as required and assist with the implementation of the Emergency Plan.
24. Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Completion of Grade 12 or recognized equivalent.
- Minimum of 2 years' experience in municipal government, the field of Community Engagement, and/or a combination of the two.
- Training and/or experience in the use of recognized office computer software and/or experience in the use of business process automation software (e.g. Tempest, SharePoint, Microsoft Office, Adobe Creative Suites).
- Post-secondary training in Public Administration, or a related field is an asset.
- Experience as a recording secretary to committees, council, boards, or commissions is an asset.

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

- A valid Class 5 BC Driver's License is an asset.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to function efficiently with minimal direction to establish and maintain effective working relationships with volunteers, municipal officials, and other employees, to meet and successfully serve the public on a continuing basis.
- Ability to maintain and understand when the confidentiality of matters is required.
- Ability to work well under pressure, meet deadlines, and manage competing priorities while maintaining attention to detail.
- Strong written and verbal communication skills.
- Thorough knowledge of business English, spelling, and punctuation.
- Thorough familiarity with modern work processing techniques and procedures.
- Considerable knowledge of the procedures, practices, and regulations involved in the operation of a Municipal Government office.



- Ability to take and transcribe action minutes.
- Working knowledge of records management practices.

Demonstrate proficiency in the core competencies of:

- Adaptability: Willingness to be flexible in a changing environment.
- Relationship Building: Establishes and maintains respectful and cooperative working relationships.
- Effective Communication: Communicates effectively with others.
- Problem Solving: Recognizes and acts to resolve problems.
- Organization: Organizes the work so that others will understand it to achieve the City's goals.
- Customer Focus: Provides excellent service to both internal and external customers.