



New Glasgow
flourish

Town of New Glasgow

Community Development Coordinator

Jointly Reports to Programs, Culture & Events Manager / Director of Community Development

PURPOSE & OBJECTIVES:

1. To assist the P.C.& E. Manager, when scheduled and required, in the day-to-day duties of running a busy and vibrant venue. This will include dealing with the customers, members of the public and all stakeholders, answering their inquiries and requests.
2. To provide assistance in the delivery and coordination of community programs and events which support the recreation, cultural and tourism strategies and goals for the Town of New Glasgow.
3. To provide support for Town events as well as Glasgow Square programming, working closely with the Manager, the Director of Community Development and the Marketing & Engagement Manager to assure professional marketing standards for the venue and Town brand standards are followed.
4. To support and execute key Community Development projects and key initiatives.

RESPONSIBILITIES:

1. Assist the Manager in the following areas:
 - Room set up for rentals, ensuring cleanliness and organization of room.
 - As the Manager prepares the contracts for rentals, the assistant will review for rental efficiency.
 - Customer information for invoicing.
 - Conducting liquor inventory and delivery.
 - Sorting mail and distributing.
 - Front desk reception.
 - Rental deposits approved by the Manager and then complete revenue deposits.
2. Ability to work flexible hours. This position will include evening and weekend hours.
3. In the absence of the Manager, the Coordinator shall hold a supervisory role with support from the Director of Community Development.
4. Ensure that office administration duties associated with running a venue are undertaken with care, consideration, and commitment. These include but are not limited to responding to inquiries from customers and members of the public, and assisting in maintaining office systems.
5. Updating the mailing lists and contacts database.
6. Researching opportunities for promotional activity.
7. Liaising with representatives of other organizations.
8. Provide support related to correspondence, reports, invitations, publications, materials development, or other documents for the Department of Community Development.
9. Be able to use the internet as a resource in obtaining information needed for Community Development relations.
10. Maintain adequate office supplies and order materials as needed.
11. Good public relations and communications in dealing with the community.
12. Create purchase orders and process invoices.
13. Update professional knowledge and skills to learn best practices to enhance both personal and team innovation and productivity.

EDUCATION/QUALIFICATIONS

A. Education

Completion of Community College diploma program in administration; minimum of three years' experience in professional office setting. Experience in municipal government or working with community-based organizations will be considered an asset.

B. Qualifications

- Computer literate including familiarity with Ticket Pro operations.
- Ability to successfully organize, work and complete multiple tasks simultaneously in high paced environment.
- Strong written communications, analytical and problem-solving skills.
- Ability to produce creative promotional materials.
- Ability to manage social media and website.
- Knowledge of principles and practices of the organization, planning, records management and general administration.
- Strong interpersonal communications skills.
- Ability to operate standard office equipment, including but not limited to, computers, telephone systems, copiers, and facsimile machines.
- Ability to follow oral and written instructions that support team and departmental goals and strategies.
- Ability to maintain confidential, sensitive material.

The Roles and Responsibilities that have been outlined in this document are to capture most tasks & duties for the role of Community Development Coordinator. The role is not limited to what has been outlined in this document. The Director of Community Development and the Chief Administrative Officer reserve the right to adjust the roles and responsibilities to support the fast paced and changing environment of the Department. This is key to the success of the Department to be able to best serve the Community and People of New Glasgow.