

Advertisement



Director, Communications and Customer Experience Town of Oakville

The Town of Oakville is a sought-after place to live and work. With a growing population of over 231,000, Oakville takes pride in being a well-connected community that's at the centre of it all. Bordered to the south by Lake Ontario, the Town of Oakville has a rich history, a thriving cultural community, abundant green space and an active and engaged population.

The Director, Communications and Customer Experience is a business leader who strategically leads and advances the town's communications and customer service functions towards a vision of a vibrant and livable community for all. This newly created senior-level leadership position addresses communication challenges and opportunities with thoughtful strategy and implementation focused on customer-centric solutions guided by research, analysis, and innovation. They oversee the town's communications functions ensuring alignment between communications activities and customer touchpoints to ensure a consistent experience that customers can count on. They provide senior-level leadership on the direction, development, implementation, and evaluation of comprehensive communications and customer service strategies that align with Council's Strategic Plan and associated four-year action plan. The Director will lead ServiceOakville in the delivery of exceptional service through online, social media, call center and counter service channels.

The ideal candidate will come with a minimum of 10 years' experience at the senior level directly related to the responsibilities outlined including public sector (or related) experience in communications and/or customer service delivery. A post secondary degree in Communications, public relations, Business, Public Administration, or related discipline is required. Specific training in communications/public relations, public engagement, strategic planning, project management, customer service is an asset. You have demonstrated the ability to build strategic business plans, are a relationship builder, and are known for your strong leadership skills, communication skills, and service-oriented approach. You are focused on continuous improvement and can develop best-in-class solutions, concepts, and approaches to serve the needs of the Town of Oakville.

The Town of Oakville is an Equal Opportunity Employer. Striving to promote diversity and equal opportunity in the workplace applications are encouraged from all qualified individuals. In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, the *Ontario Human Rights Code*, and all applicable provincial legislation, upon request, accommodation will be provided by both Odgers Berndtson and Town of Oakville throughout the recruitment, selection and/or assessment process to applicants with disabilities.

To explore this opportunity further, please submit your resume and letter of interest online to <https://careers.odgersberndtson.com/en-ca/job/29543/> or diana.rucchin@odgersberndtson.com by **May 15th, 2024**. We would like to thank all applicants but regret that we are only able to personally contact those individuals whose backgrounds best match the requirements for the role.

