

**Job Posting Title**

Communications Assistant

Company

The City of Vancouver is striving to become the greenest city in the world by 2020 and we are proud to be one of Canada's Top 100 Employers, BC's Top Employers, and one of Canada's Greenest Employers.

With employees that have helped Vancouver consistently rank as one of the world's most livable cities, the City values a diverse workforce which represents the vibrant community we so proudly serve.

Consider joining our committed team of staff and being part of an innovative, inclusive and rewarding workplace.

Department

Britannia Community Services Centre Society

Competition #**Application Close**

June 27, 2025

Employment Type

Regular Full Time

Affiliation

CUPE Local 15 Bargaining Unit

Salary

Pay Grade 20: \$35.72 to \$42.04 per hour

Main Purpose & Function

Britannia is a unique community centre that provides services in the Grandview Woodland and Strathcona neighbourhoods. In this role, you are a member of Britannia's front office administrative team. The incumbent will need to be able to work in an environment which changes depending on the needs of the centre. He/She/They must be able to multi-task between performing communications work with administrative clerical and customer service work. The communications work comprises of the coordination, preparation, editing, and communication/distribution of materials for newsletters, brochures, website, advertising, social media, content creation, and news releases both internally and externally. This includes writing, capturing photos, filming videos for social media and editing work involving the preparation of a variety of written materials for different media in support of Britannia's communications plan and community engagement priorities. Considerable independence of judgement and action is exercised in the creative and editing aspects of the work, with work subject to final review by a superior.

Specific Duties & Responsibilities

- Preparation and distribution of all communications for Britannia
- Writing and editing for print and web applications
- Social media posts including content creation, reels, tiktoks and facebook posts
- Photo database
- Media monitoring
- News release research, media kits
- Development of signage, posters, display materials within Britannia branding guidelines
- Public information



- Britannia comment line replies
- Employee communications
- Partner Communications
- Relationship Development with local community (including business community)
- When needed, assist front office staff with registering patrons and answering the phone during busy periods of the day
- Performs related work as required

Qualifications

Education and Certification

- Diploma or university degree in communications, journalism or related discipline, plus considerable related experience OR an equivalent combination of training or experience
- Adobe Creative Cloud (InDesign, Illustrator, and Photoshop).

Knowledge

- Experience using ActiveNet
- Experience registering patrons for programs and answering patrons questions
- Knowledge of community centre operations, particularly in diverse and dynamic settings.
- Understanding of communications strategies, tools, and platforms (e.g., newsletters, websites, social media, brochures).
- Working knowledge of analyzing social media statistics and algorithms
- Familiarity with community engagement principles and practices.
- Familiarity with Grandview Woodland and Strathcona neighborhoods and demographics
- Familiarity with Indigenous, immigrant and newcomer communities and communications
- Awareness of inclusive, anti-oppressive communication practices (especially important given Britannia's diverse communities).
- Understanding Reconciliation, and Diversity, Inclusion and Equity for BIPOC folks in the community.
- Working knowledge of the functions, purposes and operations of Britannia departments (preferred)
- Working knowledge of Britannia's communications objectives and practices (preferred)

Skills

- Strong writing, editing, and proofreading skills across different media (print, web, social).
- High-level organizational and time management skills with the ability to prioritize multiple tasks.
- Customer service skills, including conflict resolution and problem-solving.
- Proficient in using office software (Microsoft Office, Google Suite) and content management systems (e.g., WordPress).
- Basic graphic design skills (e.g., Canva, Adobe InDesign) for creating promotional materials.
- Verbal communication skills for internal and external stakeholder engagement and community engagement.
- Ability to adapt communication style for different audiences and media.
- Attention to detail and quality control for publications.
- Social Media content creation, creating reel and story editing, social media trends.

Abilities

- Ability to multi-task effectively between communications, clerical, and customer service responsibilities.
- Ability to work independently and exercise good judgment with minimal supervision.
- Ability to collaborate with colleagues across programs and departments.
- Ability to creatively generate ideas for content and promotional materials.
- Ability to produce a written copy for a variety of uses and purposes
- Ability to edit rough drafts to produce an effective written copy
- Ability to meet deadlines in a fast-paced, changing environment.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Ability to establish and maintain effective working relationships with internal and external contacts
- Ability to learn new software as necessary



- Ability to work some evenings and weekends
- Ability to engage with Community members; Youth, Seniors and diverse community members

Please submit your resume to Marina Montiel

Office Administrator
Britannia Community Services Centre
1661 Napier Street
Vancouver, B.C. V5L 4X4
marina.montiel@vancouver.ca
604-718-5808

We thank all applicants for their interest. However, only those selected for an interview will be contacted.

For more information on the City's commitment to diversity and inclusion, please visit the following link:

<http://vancouver.ca/your-government/diversity-in-hiring.aspx>