



# Georgian Bluffs

## Manager of Customer Service & Communications

Full Time | Permanent | Internal/ External

Georgian Bluffs is home to 11,000 residents, nestled between the Niagara Escarpment and the clear waters of Georgian Bay. The Township offers an exceptional quality of life, with access to the amenities of nearby Owen Sound, while maintaining the character and setting of a rural community. The Township also offers a flexible and supportive working environment within a small and dedicated team.

### What we are looking for:

Reporting to the Director of Community & Environmental Services, the Manager of Customer Service & Communications leads the Township's customer service and communications functions. The role oversees consistent, accessible service delivery across all channels and supports corporate communications, public information, and digital content. As part of the leadership team, this position promotes service excellence, continuous improvement, and a positive customer experience across the organization.

### Key Responsibilities

- Provide leadership and oversight for the Township's customer service function, ensuring consistent, responsive, and high-quality service across all channels.
- Lead, supervise, and support customer service staff, establishing clear expectations, accountability, and a collaborative, service-oriented team environment.
- Develop and implement customer service standards, policies, procedures, and escalation frameworks to strengthen corporate service delivery and support continuous improvement.
- Oversee the management of public inquiries, complaints, service requests, and escalated concerns, ensuring timely resolution and alignment with corporate service expectations.
- Provide strategic advice and guidance to departments and senior leadership on customer experience, public-facing service delivery, communications, and issues management.
- Lead the Township's corporate communications function, including the planning, development, and delivery of public information, key messages, media responses, digital content, and other communications materials.



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- Establish and maintain corporate standards for customer-facing communications, including plain language, accessibility, branding, and consistency across departments and platforms.
- Oversee the Township's website and other digital communication channels to ensure content is accurate, current, accessible, and aligned with corporate priorities and standards.
- Manage sensitive, high-profile, or politically complex customer service and communication matters with discretion, sound judgment, and a strong understanding of organizational and public interests.
- Support public information coordination related to service disruptions, emergencies, and significant corporate issues, and participate in emergency information activities as assigned.
- Prepare reports, briefing materials, policies, recommendations, and presentations for senior management, Council, and committees when required.
- Contribute to corporate planning, policy development, organizational effectiveness, and the advancement of a customer-focused service culture.
- Assist in the development, recommendation, and administration of the operating budget for customer service and communications functions, and monitor expenditures within approved limits.

## The successful candidate will have:

- Post-secondary degree or diploma in Public Administration, Communications, Business Administration, Marketing, Public Relations, or a related discipline, or an equivalent combination of education and experience.
- Minimum five (5) years of experience in customer service, communications, public relations, or service delivery, preferably in a municipal or broader public sector environment.
- Demonstrated supervisory or management experience leading staff and coordinating service delivery operations.
- Experience handling escalated public concerns, developing procedures and standards, and preparing reports, policies, or communications materials for senior leadership or Council.
- Strong customer service, interpersonal, written, and verbal communication skills, with the ability to communicate clearly, tactfully, and effectively with diverse audiences.
- Strong leadership, coaching, team development, organizational, and problem-solving skills.



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- Proficiency with Microsoft 365 applications and customer relationship, website/content management, service request, social media, and related software systems.
- Ability to analyze service trends and use data to support service improvements and decision-making.
- Municipal Administration Program (AMCTO) completion, or willingness to complete, would be considered an asset.
- Training in customer service excellence, accessibility, conflict resolution, public engagement, emergency information, or leadership/supervision would be considered an asset.
- Valid Ontario driver's licence in good standing.

## Application Process

This is a permanent full-time, non-union position working 35 hours per week. Given the nature of the role, including front-line operational oversight, staff supervision, and responsiveness to in-person service demands, the position requires a regular on-site presence and is not suitable for a hybrid work arrangement. The salary range is \$99,244.60 to \$124,169.40. Qualified candidates are invited to submit a resume and cover letter in confidence to [hr@georgianbluffs.ca](mailto:hr@georgianbluffs.ca) no later than Monday, June 15, 2026, at 12:00 p.m. **Job Posting #2026-20.**

## Additional Information

- Accommodations are available at every stage of the recruitment process. Applicants are encouraged to identify any accommodation needs when applying.
- This recruitment process does not use artificial intelligence (AI) to screen or evaluate applicants. All applications are reviewed by the Township's hiring team.
- We thank all applicants for their interest; only those selected for an interview will be contacted.
- Personal information collected will be used in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.
- Pre-employment screening may include reference checks, education and credential verification, criminal record checks, and driver's abstract reviews, where relevant to the position requirements.