



is seeking six .....

## **COMMUNITY RELATIONS & ISSUES SPECIALISTS (6)**

### **GEORGETOWN SOUTH PROJECT**

**5-Year Contract**

**\$59,506 to \$74,744 per annum**

Metrolinx is building two teams of Community Relations & Issues Specialists to make frontline contact and foster relationships with the residents of the communities surrounding the Georgetown South Project (GTS). This multi-billion dollar initiative has received significant media exposure, and ideally you understand the critical customer service role that needs to be fulfilled in order to educate, and respond to the various stakeholders in these communities throughout the life of the project. As a natural “people-person” with a solid background in customer service, you understand the value of information when it has been strategically developed and aligned with stakeholder interests. Working closely with the other members of the Community Relations team, you will conduct background research, and formulate communications and messages for all levels of the community, including the media, residents, and government audiences. Working out of the Strachan or Weston project offices, you will proactively liaise with residents through pamphlet-drops and face-to-face interaction to provide progress reports and keep them informed of how each project event may, or may not, impact their lives. Your experience with various forms of new-media will be utilized as you develop the content and format of the “media-room” portion of the project’s website. Your communication skills in all forms, from written communiques to interpersonal consultation, are of the highest calibre, and you have the references to support it. These communities are a vital source of ridership and goodwill for our current and future services, so it will be critical that you present an accurate, timely, transparent and cohesive story to them as this project continues to unfold and conclude with the delivery of service and infrastructure to the Pan-Am Games in 2015.

**Location:** 20 Bay Street, Toronto.

**Qualifications:** Completion of a 3-year Community College program in Communications, Public Relations, or similar, and 4 years of experience, including direct exposure to, or demonstrated expert knowledge of:

- The highest level of written and verbal interpersonal communications with consumers or stakeholders.
- Relationship building and maintenance with customers or community stakeholders through a variety of media and interpersonal interaction.
- Issues management, business communications, and new social media applications.
- Direct-marketing campaigns that require the assimilation of diverse or complex information for stakeholder audiences of varied knowledge and understanding.
- Designing, writing, editing, and producing creative material for print, online, and desktop publications.

Applications or resumes must be received by the Human Resources Office, Metrolinx, 20 Bay Street, Suite 600, Toronto, M5J 2W3, email: <mailto:humanresources@gotransit.com>, no later than **February 23, 2010**, quoting **File Number 10-28**.

**Only those selected for an Interview will be contacted.**

AN EQUAL EMPLOYMENT OPPORTUNITY

[www.metrolinx.com](http://www.metrolinx.com)

[www.gotransit.com](http://www.gotransit.com)