



Job Description

Corporate Services & Communications Coordinator

Last Reviewed: March 30, 2026

Department:	Corporate Services & Communications
Classification:	CUPE – Regular Full-Time
Pay Grade:	\$38.30 to \$40.36/hour
Reports to:	Director of Corporate Services & Communications, or designate
Supervises:	n/a

Position Summary

The Corporate Services & Communications Coordinator provides administrative, legislative, and communications coordination and support for the Corporate Services & Communications Department. Reporting to the Director of Corporate Services & Communications, the Coordinator supports departmental operations, assists with research, prepares reports, and contributes to policy and bylaw development.

The role provides specialized support in areas including corporate administration, contracts and agreements, freedom of information requests, program administration, external communications, and executive support for Mayor and Council. This position requires independent judgment, strong organizational skills, exceptional communication abilities, and the ability to handle confidential and politically sensitive information.

Key Responsibilities

Corporate Services & Executive Support

- Coordinate the implementation and ongoing administration of the Temporary Licence of Occupation (TLO) program.
- Draft and review contracts, agreements, leases, and legal documents; maintain databases and bring-forward systems.
- Initiate correspondence and negotiate renewals with contractors, lessees, and legally engaged parties as authorized.
- Assist with the planning and delivery of elections, by-elections, and referendums.
- Supports the research development and review of bylaws, policies, best practices and corporate procedures.
- Undertake special projects and strategic initiatives.
- Handling inquiries to the Mayor/Council; triage and redirect requests as required; draft official correspondence; and track follow-ups and action items.
- Arrange logistics and scheduling for official travel, conferences, and events, accommodation, transportation, and itinerary preparation for Council.

Privacy Management Program Support

- Support the processing and tracking of *Freedom of Information and Protection of Privacy Act* (FOIPPA) requests.
- Assist with Privacy Impact Assessments (PIAs) and privacy breach documentation and reporting.

Communications & Administrative Support

- Prepare routine and non-routine correspondence and assist with drafting external communications (e.g. web and newsletter content, social media, etc.).
- Support website updates, newsletters, annual reporting, public notices, advertisements, and public engagement materials.
- Provide support for planning and delivery of public engagement sessions and corporate events.

Other Duties

- Perform other related duties as assigned.
- May be assigned duties within the Emergency Operations Centre (EOC) during activation.

Education & Certifications

- Post-secondary diploma in Business Administration, Communications, Public Administration, Office Administration, or related field, or an equivalent combination of education and experience.

Experience

- Minimum three years of recent experience in a senior administrative or executive assistant role or a communications role, preferably in local government.
- Minimum one year of experience preparing legal or contractual documents such as contracts, agreements, leases and insurance certificates, etc. using established templates, including coordinating reviews, approvals, and execution.
- Experience in a politically sensitive environment with tight deadlines.
- Proficiency in Microsoft Office, Adobe, and other office software (e.g. InDesign, CivicWeb/iCompass, web content management systems, and videoconferencing tools).

Problem Solving and Judgement

- Work is diversified and complex, frequently requiring analysis of multi-faceted situations, interpreting legislation (e.g., *Community Charter, Local Government Act, FOIPPA*), and applying organizational policies to develop solutions within broad objectives.
- Exercises independent judgement to resolve non-routine issues where established precedents may be limited; develops alternatives, recommends courses of action, and implements solutions that improve service delivery and administrative outcomes while remaining within policy and legislative frameworks.
- Applies specialized knowledge of corporate administration, privacy practices, contracts and agreements, corporate processes, and communications to evaluate options, balance competing priorities, and develop well-reasoned recommendations.

- Anticipates downstream impacts on timelines, stakeholders, and compliance; plans and coordinates responses that require critical thinking, research, and cross-departmental consultation.

Concentration

- Requires frequent sustained periods of focus to review documents, prepare reports, analyze information, and draft correspondence.
- Frequently shifts between tasks, managing interruptions while maintaining accuracy and attention to detail.

Physical Effort

- Work is primarily sedentary with light physical effort such as lifting materials (under 5 kg/11 lbs), moving supplies, and setting up for meetings or events.

Dexterity

- Requires moderate dexterity involving high-accuracy keyboarding and digital document production across multiple software platforms (e.g., word processing, spreadsheets, agenda/records systems, etc.).
- Work requires consistent hand-eye coordination and accuracy in reviewing and preparing documents.
- Occasional minute taking required.

Impact of Actions

- Errors may result in delays, minor loss of time or resources, or administrative inconvenience.
- Accurate handling of information, communication materials, privacy matters, and legislative documentation is essential to maintaining organizational credibility and compliance.
- Responsible for ensuring quality and accuracy of publicly available information.

Safety of Others

- Minimal direct responsibility for the safety of others beyond maintaining a tidy workspace and reporting hazards.

Leadership & Responsibility for Supervision

- No direct supervisory responsibilities.
- Provides functional expertise and guidance to staff and external contacts regarding contracts and agreements, TLOs, etc.

Contacts & Communication

- Frequent communication with internal departments, residents, businesses, elected officials, external contacts and partner agencies.

- Communication requires a high level of tact, clarity, and professionalism when managing sensitive, technically complex, or challenging interactions.
- Uses relationship-building skills to gain cooperation, collaboration or approval from internal and external stakeholders.

Adverse Working Conditions

- Primarily an office environment with minimal exposure to adverse conditions.
- Occasional exposure to public-facing situations.

Step Progression

Step	Term
I	0+ months in position
II	12+ months in position
III	48+ months in position plus completion of the Local Government Administration Certificate.

Remuneration

Wage, terms, and work schedule are as indicated in the Town of Golden and CUPE Local 2309 Collective Agreement and applicable Letters of Understanding.

This Job Description is hereby accepted under the terms and conditions stated above.

Signed this ____ day of _____, 20__.

[original signed by Jeremy Denegar]

[original signed by David Hedges]

Jeremy Denegar
Chief Administrative Officer
Town of Golden

David Hedges
President, Local 2309
CUPE

A job description cannot predict every eventuality that may occur in the workplace. This document is therefore general in nature, may not account for duties that may occasionally be required of the staff member performing the job, and is subject to change pending authorized approval.