

Ontario Energy Board

Regulating Ontario's electricity and natural gas sectors

Public Affairs has overall responsibility for corporate communications including media relations, stakeholder engagement and brand management.

We are currently seeking an energetic individual to join our team and assist the OEB in engaging, empowering and protecting Ontario's energy consumers as we promote a sustainable energy system so that Ontarians today and tomorrow have access to reliable energy at a reasonable cost.

Advisor, Community Outreach (French/English)

Job Code ADCO001

12-Month Contract Position

Reporting to the Director, Consumer & Corporate Communications, and working closely with the Manager, Stakeholder Relations, you will be responsible for identifying outreach and communication opportunities, coordinating initiatives and planning and executing community events. You will liaise with the consumer community and network with non-energy sector associations, as well as, community and municipal organizations to understand consumer needs, ensure consumers are aware of energy issues and the role of the OEB. You will liaise with OEB staff, utilities and consumers and coordinate events and communications materials related to the adjudicative process including OEB Community Meetings. You will also track, analyze and issue post-event and post-campaign reports. You will be instrumental in the development of a refreshed website and the development of a contact management database.

If you enjoy working with a group of professionals dedicated to working co-operatively with consumers, stakeholders and the broader community to increase energy literacy and help build and sustain public confidence in Ontario's natural gas and electricity sectors, you'll enjoy being a member of this team.

Position Overview:

- Identifies potential opportunities among consumer groups, community associations and other non-regulated entity stakeholders to support OEB outreach initiatives, building networks and gathering community information to identify consumer needs and gaps in understanding.
- Identifies outreach opportunities to enable the OEB to more effectively engage consumers and industry.
- Coordinates events, determining event scope and target audiences, developing project plans and schedules, coordinating staff and resource requirements, and managing event logistics and associated budgets.
- Develops supporting communications materials including invitations, buying advertising, writing media materials and briefing notes for various internal and stakeholder audiences.

- Develop and implement systems; finalize the business rules; complete the business configurations, testing and end user training
- Database management and reporting
- Assist with implementing mechanisms that allow for the continual assessment and evaluation of program activities
- Develops event plan budgets, manages costs and tracks expenditures.
- Develops content for print or video communications materials to be used for the development and implementation of public and digital outreach.
- Translates content
- Updates content on OEB website and supports website design and content management
- Develops presentations and other materials for use at various community outreach events, as required.
- Work collaboratively with the other Departments, as well as with external partners and consultants

Qualifications:

- Bi-lingual French/English with written and oral fluency required
- Post-Secondary degree in Public Relations, Media Relations, Journalism, Communications or a related discipline
- Minimum 2 years' experience in communications, public relations or consumer outreach positions
- Experience in organizing and implementing pre-event, event and post-event activities similar to OEB Community Meetings and Consumer Engagement events
- Experience reviewing and editing materials as well as recommending communications for the French audience
- Web design and content management system experience
- Experience managing the development of a Contact Engagement Management System database through project management with IT, applications testing and designing the data queries and reports
- Ability to simplify and adapt complex concepts into campaign ideas and tactics that are relevant for consumer audiences
- Project management and budget management is required
- Superior communication skills, oral and written
- Strong organizational skills with the ability to multi-task

Core Competencies:

- Ability to manage and diffuse difficult conversations with diplomacy and professionalism
- Excellent customer service skills (internal and external customers)
- Produces high-quality, error-free work, in a timely manner
- Proven ability to work independently and collaboratively with others

- A commitment to professional development and continuous learning
- Effective communication and interpersonal skills
- Shows initiative by being proactive and by setting and achieving goals
- Strong planning and coordination skills in order to execute activities
- Good problem solving and analytical skills
- Valid Driver's License

Working conditions vary from work being performed in an office environment requiring normal physical effort to work requiring frequent travel three to four times per month on average, including evenings and weekends. Travel may be local within the GTA or across the Ontario region.

Preference will be given to candidates who meet the minimum requirements above.

To Apply:

If you would like to explore this opportunity, please e-mail your resume, in confidence, by **Wednesday, May 3, 2017** to careers@oeb.ca. When applying, please quote **Job ID 531 and the Position Title** you are applying for in the subject line of your e-mail.

Please note: Qualified candidates who are not successful may be considered to fill vacancies for the same job code over the next six months

The OEB is an equal opportunity employer. Accommodation is available under the Ontario Human Rights Code. Should you require accommodation, please advise the Human Resources department of your preferred method to be contacted in your application.

We appreciate the interest of all candidates. We regret that only those candidates under consideration will be contacted.