



JOB DESCRIPTION

Communications Clerk

Department	Communications	Reports To	Director of Communications & Digital Services, Communications & Marketing Coordinator
Directly Supervises	N/A		
Indirectly Supervises	N/A		
Union	CUPE 2403		

POSITION SUMMARY:

Under the direct supervision of the Communications & Marketing Coordinator, or designate, the Communications Clerk provides administrative and communications support for the City of Dawson Creek. This role combines strong administrative skills with hands-on communications work, ensuring accurate, timely, and professional messaging across digital channels, print materials, and public engagement opportunities. The ideal candidate is highly organized, personable, and capable of interacting with the public in a professional and approachable manner—online, over the phone, via email, and in-person at events.

KEY DUTIES PERFORMED:

1. Draft and format internal and external written communications, including newsletters, social media posts, and media releases.
2. Assist with media releases, emergency communications, and other official public messaging.
3. Assist with maintaining and updating the City’s digital communications channels, including the website, app, and social media accounts as directed.
4. Provide front-line communication support by responding to inquiries from internal Staff, the public, and local businesses via email, phone, social media, and in-person.
5. Assist with the administrative and logistical aspects of external and internal events, engagement opportunities, and special projects.
6. Support production of promotional and public education materials, including formatting, proofreading, and distribution.
7. Assist with meeting coordination, agendas, minutes, and records management related to projects.
8. Maintain courteous, professional, and positive interactions with internal and external partners at all times.
9. Perform other communications and administrative duties as assigned.
10. Support emergency operations when and as needed, including supporting the role of Information Officer.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS:

1. Completion of Grade 12 plus post-secondary training in Office Administration, Business, Communications, or related discipline.

2. Minimum 1–2 years of experience in office administration, communications, or marketing support.
3. Exceptional business writing skills, including experience drafting media releases or professional correspondence.
4. Strong interpersonal skills; personable, approachable, and comfortable interacting with the public across multiple channels.
5. Highly organized with excellent attention to detail and ability to manage multiple priorities.
6. Proficient in Microsoft Office (Word, Excel, Outlook).
7. Experience using content management tools including Meta Business Suite and Canva.
8. Professional phone and email etiquette.
9. Ability to maintain discretion and confidentiality.
10. Strong keyboarding skills (60+ wpm).

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:

1. Experience in a municipal, government, or corporate environment.
2. Familiarity with digital communication analytics and reporting.
3. Ability to identify issues, propose solutions, and implement changes independently.
4. Experience using Adobe Creative Suite (Illustrator, Photoshop, PDF) is an asset.

HEALTH AND SAFETY RESPONSIBILITIES:

All employees of the City of Dawson Creek are responsible for helping to maintain a safe and healthy workplace. In this role, you are expected to:

- Take reasonable care to protect your own health and safety and the health and safety of others.
- Follow all Occupational Health & Safety (OHS) policies, procedures, regulations, and instructions.
- Perform your work according to established safe work practices.
- Use and wear required personal protective equipment (PPE) and safety devices.
- Avoid unsafe behaviour that could put yourself or others at risk and ensure you are fit for work and not impaired.
- Report to your supervisor any unsafe conditions, hazards, damaged or missing safety equipment, or violations of safety rules.
- Cooperate with workplace safety committees, safety representatives, and WorkSafeBC Officers as required.

NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.