

JOB POSTING

The Federation of Metro Tenants' Associations is hiring for a Permanent DIRECTOR OF COMMUNICATIONS starting in 2022.

Permanent Full-Time Director of Communications

HOURS OF WORK:	35 hrs per week
START DATE:	ASAP (exact date TBD)
STATUS OF EMPLOYMENT:	Permanent Full-Time, Managerial
VACATION ENTITLEMENT:	3 weeks per year in the first three years of employment; 4 weeks per year in the fourth, fifth and sixth year of employment; 5 weeks per year in the seventh and subsequent years of employment. Pro-rated for Part-time Employees
SICK DAY ENTITLEMENT:	24 days per year (in every 12 months of employment) for Full-time Employees Pro-rated for Part-time Employees
BASE SALARY:	\$60,000 annually

REPORTS TO: FMTA Executive Director

Position Summary

The **Director of Communications** provides strategic, creative and dynamic communications to the FMTA. He/she/they are responsible for implementing and overseeing the FMTA communications plan, general FMTA promotion, including services and policy recommendations and oversight of the FMTA hotline program.

Reporting to **the Executive Director** he/she/they is responsible for the overall communications, administration and operation of the tenant hotline and direct front line service in relation to written hotline questions.

IMPORTANT NOTE:

While not a requirement of the position, the FMTA is *strongly* seeking Indigenous candidates to also help us engage in work with Indigenous tenants in Toronto.

Responsibilities

Communications

- Oversees the effective development and dissemination of all FMTA communications (e.g. Website, Publications, Newsletter, Reports, E-mail, social media, graphics and education materials, etc.).
- Implements and oversees the FMTA communications plan.

Membership

- Oversees maintenance of membership files and database; coordinates processing of members via our CRM system

Programs

- Implements the City of Toronto Purchase of Service Agreement for the FMTA Hotline/Info Hub Service;
- Provides leadership, direction, training and supervision to FMTA hotline staff
- Ensures effective linkages between the Hotline team and other FMTA programs
- Represents the FMTA on infohub services in the community;
- Ensures a high level of research, legal education and training;
- Oversees effective advertising of infohub services
- Troubleshoots equipment issues and oversees repairs
- Ensures proper equipment and supply

Technical Oversight

- Oversees maintenance of the Hotline VOIP system
- Oversees the maintenance of FMTA social media and live chat accounts
- Oversees the maintenance of the FMTA hotline database system
- Oversees the maintenance of the FMTA CRM system

Accountability/Reporting

- Reports to ED on program, personnel, financial and legal issues
- Ensures that ED is aware of all pertinent issues and legal obligations
- Prepares all reports in line with the City of Toronto Purchase of Service Agreement

Access & Equity

- Provides leadership in the development of all Access, Safety & Equity Policies and Procedures;
- Ensures the implementation and evaluation of all Access, Safety & Equity policies and procedures.

Financial Management

- Supervises the development and administration of hotline/infocenter and project comms budgets;
- Maintains effective working relationships with City and auditors;
- Ensures the preparation and presentation of regular financial reports;
- Manages FMTA hotline/infocenter assets;
- Recommends hotline spending priorities;
- Ensures that the FMTA fiscal year ends within established budget objectives

Human Resources Management

- Provides leadership in identifying, developing and implementing effective personnel policies and procedures for the hotline/infocenter including recruitment, hiring, orientation, compensation, training, supervision, evaluation, discipline and termination within an employment equity framework;
- Provides appropriate training and training documents for hotline staff
- Ensures effective teamwork among staff in a culture of anti-oppression, anti-racism, and anti-discrimination;
- Ensures adequate and appropriate allocation of hotline/infocenter staff resources;
- Ensures the effective administration of the collective agreement for the hotline

Direct Front Line Service

- Handles all written hotline inquiries (email, social media, live chat)

QUALIFICATIONS:

- Ability to work within vision to the FMTA

- Active listening/empathy
- Ability to manage staff
- Ability to work effectively in a unionized environment
- Communications experience
- Experience with creating graphics, media development and web based content
- Some experience with direct front line service
- Good understanding about client services
- Experience with a multi-work-unit environment

FMTA welcomes the contributions that individuals from oppressed communities bring to our organization, and invites indigenous people, people of colour, women, gays, lesbians, bisexuals, two-spirited people, transgender people, transsexuals, single parents, members of ethnic minorities, immigrants and people with disabilities to apply. Any personal disclosure will be held in confidence.

The FMTA office is currently wheelchair accessible and is a fragrance free environment. We regret that the FMTA does not currently have an equity hiring policy.

Interested candidates should submit a resume (CV) and cover letter outlining their qualifications for the position to geordie@torontotenants.org by Sept 7th, 2022 at 6:00pm.