



Administration Technician- Corporate Services

Employer: Village of Cumberland

Location: Cumberland, BC, Canada

Type: Permanent Part Time

Hours Per Week: 30 hours per week, 9am-4pm

Reporting To: Corporate Officer

Position Type: CUPE Local 556

Salary: \$35.04 per hour (2026)



Do you have a passion for clear communication, public relations, and supporting community governance? Are you interested in contributing to meaningful local government services? The Village is seeking a detail-oriented individual with strong written and verbal communication skills who enjoys a fast-paced environment and values accuracy, discretion, and professionalism while supporting corporate communications and administrative functions.

About The Role:

Reporting to the Corporate Officer, the Administration Technician – Corporate Services plays a key role in supporting the Village’s corporate communications and public information functions, while also providing administrative and legislative support within the Corporate Services department.

The position coordinates, drafts, reviews, and publishes public-facing communications, including public notices, newsletters, reports, website content, and social media, ensuring information is accurate, accessible, timely, and aligned with Council priorities and corporate standards. The role works closely with all departments to support consistent and effective communication with the community.

In addition, the position supports Council and Committee processes, records and information management, cemetery administration, freedom of information requests, and customer service, requiring strong organizational and writing skills, discretion, and the ability to manage multiple priorities.



Key responsibilities include:

- Coordinates and supports corporate communications and public information through a variety of channels, including the Village website and social media platforms.
- Drafts, reviews, edits, and coordinates public communication materials to ensure accuracy, consistency, accessibility, and alignment with corporate standards prior to approval and posting.
- Compiles, prepares, and distributes Council meeting agendas, notices, minutes, and supporting materials.
- Supports customer service related to municipal cemeteries, including processing interment rights contracts, interment applications and permits, and memorial applications for approval by the Cemetery Manager.
- Coordinates and maintains the Village's records and information management system in accordance with Village policies, Records and Information Management (RIM) practices, and the Local Government Management Association (LGMA) Records Management Manual.
- Assists with processing public requests for information, including requests under the Freedom of Information and Protection of Privacy Act.

What We Offer

- A collaborative and supportive work environment that values work-life balance.
- Opportunities for professional growth and impactful contributions to the community.
- A chance to make a positive difference in a vibrant and engaged community.

About Cumberland

Nestled in the beautiful Comox Valley on Vancouver Island, the Village of Cumberland offers a unique blend of natural beauty, cultural richness, and outdoor adventure. The Village is a progressive municipality known for its proximity to outstanding outdoor recreation, a thriving food and beverage scene, and world class arts and music. The community boasts an internationally recognized trail network, lakes, streams, and a mature rainforest. Saltwater beaches and Mount Washington Alpine Resort are just a short drive away.

Qualifications

The ideal candidate will possess:

- A diploma in local government, public administration, public relations, or a related field.
- A minimum of two years of experience in a corporate administration environment, preferably in local government or the public sector.
- Strong writing and editing skills with the ability to analyze and interpret written materials and communicate effectively using business and public-facing writing styles.
- The ability to handle confidential and sensitive information with discretion and professionalism.



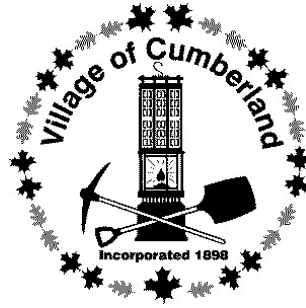
Licensing and Assessment Criteria

- Satisfactory criminal record check.

How to Apply

Please submit your resume and cover letter to hr@cumberland.ca by 10:00 a.m. on June 1, 2026.





JOB DESCRIPTION

Job Title: Administration Technician- Corporate Services	Department: Corporate Services	Supervisor's Title: Corporate Officer
Classification: Union		Date: April 2026

POSITION SUMMARY

The Administration Technician – Corporate Services is primarily responsible for providing coordination, administrative, technical, and clerical support to the Corporate Services department, including Legislative Services, Finance, Human Resources, and Information Technology.

The position plays a key role in supporting corporate communications, public relations and information functions, including coordination of public notices, news releases, newsletters, reports, website content, and social media processes. The position reviews and coordinates public information materials developed by service areas to ensure accuracy, consistency, and alignment with corporate standards before approval and posting. Strong written communication skills and attention to detail are essential.

The Administration Technician responds to internal and external inquiries with professionalism, diplomacy, and tact, and assists with records management, legislative processes, cemetery administration, information requests, and Council-related support functions. The position requires analytical, organizational, and problem-solving skills, as well as the ability to exercise independent judgment and initiative in managing competing priorities, tracking information, coordinating schedules, and supporting complex administrative processes.

This position works collaboratively across departments, supports confidential and sensitive matters, and may act in a backup or support capacity for Legislative Services, emergency operations, elections, front counter reception coverage during lunch periods, and other corporate initiatives as required.

CORE COMPETENCIES REQUIRED FOR THIS ROLE

- Ability to understand and communicate Council’s values, priorities, and corporate messages in a clear, accurate, and professional manner.
- Working knowledge of local government administration and operations, governance processes, and administrative and legislative requirements.
- General understanding of communications and public relations practices and community engagement principles, with the ability to support effective and timely information sharing.
- Awareness of accessible and inclusive communication practices, with the ability to adapt content and communication methods for diverse audiences.
- Strong digital skills, including proficiency with Microsoft Office applications, website content management systems, public meeting management applications, document management systems, graphic design tools, and online communication tools including social media.
- Excellent written and verbal communication skills, including the ability to draft, review, and edit correspondence, reports, and public-facing materials.
- Ability to work independently with sound judgment, discretion, and initiative, particularly when handling confidential or sensitive information.
- Strong interpersonal and customer service skills, with the ability to work collaboratively across service areas and respond to inquiries with professionalism and tact.
- Well organized, efficient, and detail-oriented, with the ability to manage competing priorities and maintain accurate records.
- Ability to multitask and adapt in a fast-paced environment with changing priorities.

KEY RESPONSIBILITIES

Below is a partial list of Key Responsibilities.

The Administration Technician – Corporate Services provides administrative, coordination, and technical support for corporate communications, legislative services, and Council-related functions. The position supports staff across all departments to ensure clear, consistent, and accurate public information and corporate documentation. Duties may include, but are not limited to:

Corporate Communications Coordination

- Coordinates and supports public information in alignment with Village communication practices, corporate messaging, and Council priorities.
- Assists departments with planning, drafting, reviewing, and coordinating public communication materials related to Village services, projects, initiatives, and notices.
- Reviews and edits communication content prepared by staff for clarity, accuracy, and consistency prior to approval and posting.

- Coordinates regular and annual communications activities, including newsletters, public notices, announcements, and reports.
- Coordinates, creates and posts social media content, ensuring approvals prior to posting.
- Supports the coordination of public information campaigns and engagement initiatives.

Website and Digital Content Support

- Maintains and updates Village website content, uploads documents, and supports departmental staff in editing and maintaining their webpages to ensure consistency and usability.
- Liaises with digital service providers as required regarding website functionality and content updates.
- Maintains communication records, logs, schedules, and tracking information.
- Coordinates and supports content and maintenance of online engagement platforms.

Writing, Editing and Content Support

- Drafts, edits, and reviews a variety of written materials, including public notices, correspondence, press releases, reports, speeches, and public-facing content.
- Assists with drafting correspondence on behalf of the Mayor, Chief Administrative Officer, and Corporate Services staff.
- Assists with research and preparation of background materials to support communications, Council briefings, and corporate initiatives.
- Coordinates templates, formatting, and image acquisition for public-facing materials as required.

Legislative and Corporate Services Support

- Provides administrative and coordination support to Legislative Services, including records management, correspondence tracking, preparing meeting agendas and minutes, correspondence packages, and meeting preparation.
- Assists with requests for records and records retrieval under the Freedom of Information and Protection Privacy Act.
- Acts as backup for agenda preparation and legislative coordination as required.
- Assists with cemetery administration and customer service as required.
- Assists with elections and other voting processes as required.
- Assists with Council, committee, and staff meeting coordination and documentation.
- Supports special projects and corporate initiatives, including strategic priorities, annual reporting, and intergovernmental communications.

Media Relations and Emergency Operations Support

- Assists with preparing media releases, backgrounders, and key messages, and supports coordination of media inquiries.
- Supports communication-related issue management by assisting with monitoring public inquiries and preparing draft responses and background information.
- Acts as part of the Emergency Operations Centre team as required, including supporting public information functions.

GENERAL DEPARTMENT RESPONSIBILITIES

- Acts as relief for the duties of the Legislative Services Coordinator, Customer Services Assistant and other Administration Technician positions in the organization as required. Provides front counter reception coverage for the Customer Service Assistant position during designated lunch periods, including responding to in-person and telephone inquiries and directing customers appropriately
- Other related administrative duties as assigned.
- Ensures compliance to all Village policies, bylaws, agreements, contracts, and external regulations.
- Provides input on modifications or improvements to policies, procedures and practices to improve the functioning of the Department; and provides input to written work procedures for own area of responsibility as requested.
- Carries out safe work practices and adheres to safety and other work-related regulations; reports unsafe and/or insecure situations that may arise from time to time; and implements emergency procedures as directed.

QUALIFICATION REQUIREMENTS

The Village may consider a combination of experience and education for an individual that is demonstrating a sincere effort to complete a relevant post-secondary program.

Education:

- Completion of a post-secondary diploma in public administration or public relations from a recognized institution.

Experience:

- A minimum of two years' experience working in local government or a public sector entity.
- The following knowledge and experience would be considered an asset:
 - Researching, developing, and writing a variety of communications materials for diverse audiences.
 - Writing and editing for public relations and community engagement.
 - Applying IAP2 standards.
 - Website and online media writing and administration.
 - Council meeting agenda preparation.

The Ideal Candidate will have:

- Post-secondary education in public administration or public relations from a recognized post-secondary institution including courses in public relations writing or applied writing.
- Understanding and awareness of accessible and barrier-free communications.
- Excellent knowledge of Microsoft Office software, including: SharePoint, Word, PowerPoint, Outlook and Excel.
- Demonstrated up to date knowledge of various agenda management and records management applications, graphic design, digital communications, and website and social media software programs.
- Knowledge of legislation and regulations governing local government.
- Ability to observe and assist with the implementation of Council's strategic plan and communications plans and strategies.
- Excellent ability to communicate orally and in writing, and to take direction and work with limited supervision taking into account the goals, targets and financial resources of the Village.
- Ability to maintain their professionalism at all times in actions, decisions, manners and communications.
- Sound knowledge of public relations and community engagement leading practices.
- Ability to communicate with the public in a courteous and tactful manner and maintain effective working relationships with a variety of internal and external contacts.
- Ability to work well as a member of a team and independently.
- Ability to multi-task and thrive with deadlines, while maintaining a high level of accuracy.
- Ability to work evenings, weekends, and holidays when necessary.

REQUIRED LICENCES, CERTIFICATES AND ASSOCIATION MEMBERSHIPS:

- Clear Canadian Criminal Record Check

WORKING CONDITIONS

- The position is based on site at the Village office.
- Primarily works in an office environment with frequent computer use and prolonged periods of sitting.
- Regular interaction with the public, including providing front counter reception coverage and responding to in-person and telephone inquiries.
- Work involves handling confidential, sensitive, and politically sensitive information requiring discretion and professionalism.
- Work is subject to frequent interruptions and changing priorities, requiring flexibility and effective time management.
- Occasional evening or extended hours may be required to support Council meetings, elections, emergency operations, or special events.

POSITION SALARY

- The wage for this position is per Schedule A of the agreement between CUPE Local 556 and The Corporation of the Village of Cumberland.

This job description is an accurate statement of the position's reporting relationship, responsibilities, and qualifications as of _____, 20__.

Manager's Name Signature Date

CAO Name Signature Date

I have read and understand this job description:

Employee's Name Employee's Signature Date