



Manager, Public Engagement & Connection Services

Job Status: Permanent Full-Time

Union: Non-Union

Number of Positions: 1

Hours of Work: 35

Location: McGeorge Building

Reason for Vacancy: New

Closing Date: Please apply by 11:59pm EST on **July 13th**. Applications received after this deadline will not be accepted. To apply, please visit: www.ckcareers.ca.

The Municipality of Chatham-Kent has an opening for a permanent full-time Manager, Public Engagement & Connection Services with the Public Utilities Commission.

Job description

The Manager, Public Engagement & Connection Services reports to Director of Engineering & Compliance within the Chatham-Kent Public Utilities Commission. This position leads customer-facing programs and public communications for Water and Wastewater Services. This role oversees customer and community programs (e.g., Inflow & Infiltration reduction, Water Audits/leak mitigation, conservation and outreach), GIS/Locates support for operations and customer service, water connection & services, backflow prevention and sewer use compliance, and coordinated complaint resolution - particularly with utility partners (e.g., Entegrus) and ratepayers. The Manager serves as the primary point of contact for customer advocacy, social media and public-facing communications, and stakeholder engagement, ensuring services are transparent, responsive, and aligned with regulatory and operational priorities.

This position advances the customer experience, strengthens public trust, and supports operational excellence by translating community feedback into service improvements, while ensuring consistent messaging during routine operations and incidents.

The Community of Chatham-Kent

Join the Municipality of Chatham-Kent—world renowned for friendly people, spectacular outdoor water recreation and also known as the “Classic Car Capital of Canada”. A single tier municipality, Chatham-Kent is located between Lake Erie and Lake St. Clair and covers a large geographical area of 2,500 sq. km and boasts a storied past as a car manufacturing powerhouse. Each community in Chatham-Kent has its own unique character and history, and all enjoy the safe and affordable lifestyle that makes the region popular. Chatham-Kent has become a sought-after place for relocation and as such, our population has steadily been increasing and diversifying. Lead by a team of experienced, professional, and passionate leaders, CK is becoming one of the most desired teams to join.

Essential responsibilities

- Demonstrate Chatham-Kent's core values and competencies.
- Oversee the team's delivery of water conservation and reduction programs
- Oversee the preparation of infiltration and inflow reduction programs.
- Oversee the creation and execution of drip irrigation agreements within the Municipality of Chatham-Kent.
- Monitor trends, emerging issues, and best management practices within the water and wastewater

industry to ensure the division and organization are progressing in the appropriate direction.

- Collaborate with technical staff on technical requirements for development servicing and coordinate with other municipal departments as required.
- Oversee the petition policy for watermain and sanitary sewers
- Manage the damage prevention (utility locates) group to meet Ontario One Call requirements for the water distribution system, sanitary sewers, and storm sewers.
- Manage the Pollution Prevention Control Plan for the Municipality of Chatham-Kent.
- Oversee customer complaints and inquiries related to water and wastewater billing.
- Liaise with Entegrus on customer water and wastewater billing issues and new servicing.
- Serve as the main point of contact for customer and public engagement.
- Oversee the development and maintenance of policies related to water and wastewater servicing and connections.
- Lead the development, implementation, and continuous improvement of municipal water and wastewater programs.
- Create and analyze key performance indicators (KPIs) for municipal water and wastewater systems, including operational efficiency, regulatory compliance, infrastructure health, and customer service.
- Prepare reports for Commission/Council and memorandums for General Manager approval.
- Direct staff in delivering water and wastewater programs (e.g., inflow and infiltration reduction, water audits/leak mitigation, conservation, and outreach).

Essential qualifications

- Related college diploma or university degree (preferably in a Communication, Public Administration, Environmental, Science/Engineering, GIS, or related field), with six (6) to ten (10) years of related experience.
- Two (2) to four (4) years of experience in people leadership.
- Technical Skills: Familiarity with water/wastewater operations, Esri ArcGIS, CRM tools, MS 365, dashboards.
Competencies: Communication, stakeholder engagement, analytical mindset, leadership
- Strong supervisory experience.
- Excellent verbal and written communication skills required.
- Strong computer skills including Microsoft Word, Excel, PowerPoint, Outlook, and Project.

Other qualifications

- Thorough knowledge of current issues facing local government in Ontario, and particularly as they relate to the portfolio.
- Extensive leadership experience in municipal or broader public, private or voluntary sector environments.
- Extensive senior level experience with significant scope, complexity, and diversity of operations in a public or private sector environment.
- Knowledge of human resources management, financial management, project management, and policy development.
- Working knowledge of financial programs is an asset.

Certifications, memberships, licenses

- Ministry of Environment Conservation and Parks (MECP) Water & Wastewater certification or licencing would be an asset
- International Association for Public Participation (IAP2) membership an asset

Work environment/hours of work

- This position works both indoors and outdoors.
- This position will work weekday hours, with occasional evenings and weekends.

Driver's licence/vehicle requirements

Because of the responsibilities, this position requires the successful candidate to have a valid class G (or higher) Ontario driver's licence; a driver's abstract will be conducted by the Municipality of Chatham-Kent. An acceptable driver's abstract will: be an original document and current (within the previous thirty (30) days); have no more than four (4) demerit points; have no more than two (2) convictions for the same offence; have no criminal code convictions; have no 'non-medical or administrative' license suspension in the preceding three (3) years; because this position may be required to drive their own vehicle, a reliable vehicle is also required.

Background check requirements

Successful candidates will be required to complete a background check prior to commencement of employment. A background check may include the following: education/certification verification and employment reference check.

Essential physical and/or safety requirements

- Walking: frequent walking on level surface
- Sitting: frequent sitting in chair
- Standing: frequent standing indoors and outdoors
- Lifting: frequent carrying (up to 4.55 kgs or 10 lbs) (carrying files, laptop to meetings)
- Reaching: infrequent reaching above shoulder, below shoulder, forward, backward, handling (site/project inspections)
- Hands: frequent fine finger dexterity (movement), mousing (includes handling outside engineering equipment)

Benefits

This permanent full-time position has an annual salary of \$131,609 to \$155,183 and will receive benefits including: participation in the OMERS pension plan (mandatory) as well as sick and vacation entitlements. Following successful completion of a 3-month waiting period, candidates will also be entitled to a comprehensive group benefits package.

Applying for this opportunity

Applications must be received by **11:59pm (EST) on Monday, July 13, 2026**. To apply, please visit: www.ckcareers.ca.

The Municipality of Chatham-Kent is an equal opportunity employer, committed to fair and accessible employment practices that attract and retain talented employees in a workplace that is inclusive, supportive, and reflective of the diverse community we serve.

The Municipality does not use artificial intelligence or automated decision-making tools in its recruitment or selection processes; all hiring decisions are made by people.

Should you require accommodations during the recruitment process, please contact Human Resources & Organizational Development (HROD) at 519-360-1998. Applicant information is collected under the authority of the Municipal Freedom of Information and Privacy legislation and will be used strictly for the purpose of candidate selection.