



CANADIAN
MUSEUMS
ASSOCIATION

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JOB TITLE:	Communications Coordinator
REPORTS TO:	Senior Manager, Communications
DEPARTMENT:	Communications
STATUS:	Full-time, Permanent
LOCATION:	Ottawa, Canada or remote (hybrid)
LAST UPDATED:	August 2026
Salary:	\$53,025.63
UNION:	Yes. This position is described in the CMA-COPE collective agreement.
APPLICATION DEADLINE:	09/15/2026

THE ORGANIZATION

The Canadian Museums Association (CMA) is the voice for Canada's vibrant museum community, from small, volunteer-driven organizations to cherished national institutions, and for the millions of Canadians whose lives are enriched by museums. We advocate for public policies and support, we build skills across the profession, and we establish and inspire connections to strengthen and sustain museums as we focus on our mission: Stronger museums. Engaged citizens. A better Canada.

POSITION OVERVIEW

The Communications Coordinator is accountable for implementing a variety of communications activities on behalf of the Canadian Museum Association (CMA), as well as supporting communications planning and evaluation. This position reports directly to the Senior Manager, Communications.

This is a permanent (hybrid or remote) position.

KEY DUTIES AND RESPONSIBILITIES

- Participates as a member of the CMA's Communications Department
- Collaborates with the team in the implementation of communications strategies, programs and initiatives
- Assists the Senior Manager, Communications in the delivering on the mandate of the Communications Department
- Leads the planning, production and dissemination of CMA's publication, Muse Magazine
- Organizes and oversees the planning, production and dissemination for other CMA reports as needed, including guidance documents and the annual report
- Conducts communications-related research in support of the CMA's public affairs
- Writes and edits a variety of communications materials. This includes for example articles, announcements, public statements, speeches, social media content, reports, web content, etc.

- Provides support in the coordination of translation and revision of CMA content
- Assists in the development and execution of CMA's social media content
- Undertakes travel as required to represent CMA as appropriate, for example carrying out their duties as described in this document at in-person CMA events, or for matters closely related to their work and area of expertise
- Has the capacity to offer communications services and support, orally and in writing, in both official languages; and,
- Other duties as required.

QUALIFICATIONS

- Post-secondary degree or diploma in marketing, communications or other related fields, or commensurate experience.

SKILLS AND EXPERIENCE

REQUIRED:

- 1-3 years of experience in a communications or marketing role
- Fluent bilingualism is essential, particularly written
- Editing and proofing skills in both official languages for a variety of media;
- Ability to use Adobe Creative Cloud, particularly Illustrator, InDesign and Photoshop
- Graphic design skills for creating social media assets (e.g. use of Canva); and,
- Demonstrated knowledge and capacity in publishing, including proofing, editing and design.

ASSETS:

- Previous experience in museums, or the cultural heritage sector
- Knowledge of additional languages, including Indigenous languages
- HTML coding ability
- Experience in the areas of museums, cultural heritage or other related subject matter; and,
- Previous experience working with Indigenous communities and subject matter including a knowledge of the United Nations Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Commission.

COMPETENCIES

- Attention and commitment to accuracy of information, level of detail, relevance and professionalism when communicating internally and externally
- Competent use of workplace technology including Office 365 and other desktop and cloud-based tools to complete the demands of the role
- Ability to multitask and work without supervision
- Capacity to set and meet deadlines
- Sensitivity to shifting terms and best practices around Diversity, Equity and Inclusion;
- Proactive and positive style of interpersonal communication
- Self-awareness that promotes / influences health and wellness in the workplace, including work-life balance
- Seeks opportunities and situations to support others, offering a space for others to grow and develop; and,
- Adaptability and agility when working with others, and to facilitate progress, manage conflict, collaborate or innovate.

AUTHORITY

An individual within this role:

- Reports to the Senior Manager, Communications
- Has no direct reports but may advise colleagues in areas of expertise; and,
- May act for the Senior Manager, Communications during his/her absence when required.
- Reviews and authorizes expenditures with respect to their projects as permitted.

ACKNOWLEDGEMENT AND COMMITMENT

The Canadian Museums Association acknowledges that its Secretariat is located on the unceded, unsurrendered territory of the Algonquin Anishnaabeg. We extend our appreciation for the opportunity to live and learn on this territory in mutual respect and gratitude. The CMA also acknowledges that as a national association, its work relates to other First Nations, Inuit, Métis and urban Indigenous peoples. We are committed to demonstrate respect for these nations and groups by supporting their inherent right to self-determination and control of their heritage, culture, and cultural patrimony as reaffirmed by the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

The Canadian Museums Association is committed to diversity in the workplace and workplace well-being. As such, applications from individuals from diverse backgrounds such as First Nations, Inuit, and Métis, landed immigrants, members of a visible minority group, and those with lived experience of mental health problems or illnesses are welcomed and encouraged.