



MANAGER OF COMMUNITY SERVICES

REPORTS TO: Chief Administrative Officer
REVISION DATE: January 2019

POSITION SUMMARY

Reporting to the Chief Administrative Officer (CAO), the Manager of Community Services is a senior team member accountable for programs and services that help make Crowsnest Pass a great place to live. This position provides professional leadership, support, and operational oversight of Community Services including: recreation programming, ski hill operations, aquatic operations, parks, arena and community center operations, facility maintenance, and Family Community and Support Services. In addition, this individual is responsible for developing key partnerships and good relationship with stakeholders to maximize service delivery to the community and to develop programs and services that have a high degree of business and community acumen.

KEY DUTIES AND RESPONSIBILITIES

1. Governance:

- Assists and strategically supports the Chief Administrative Officer and Administrative Team in all matters relating to the operations of the Municipality in accordance with legislation and established policies and practices.
- Prepares reports to Council regarding the Community Services Department. Recommends appropriate action or requests ratification for action taken to deal with matters requiring Council approval. Attends all Council Meetings as directed by the CAO.
- Responsible for establishing department business plans and facilitating departmental goals and actions that compliment and support the Municipal Mission and Vision and cost recoveries for community services.
- Participates as a member of the Municipality's leadership team and management group, and as such, in addition to direct reports, assumes cross-departmental responsibility for mentoring, developing and assisting Department Heads.
- Responsible to build and foster lasting relationships with other departments, key business partners, community organizations and government agencies.

2. Community and Family and Community Support Services

- Provides personnel leadership of the Community Services Department including hiring, promoting, succession planning, goal setting, information sharing, training and performance evaluation.

- Provides administrative oversight to the work and activities undertaken by consulting and contract service providers for the Community Services Department.
- Plans, organizes, and directs the Family and Community Support Services (FCSS), and the Community Services Department services.
- Oversees ski hill and aquatics with respect to day to day activities, initiatives and capital projects, marketing and cost recovery.
- Provides leadership and direction for the development of recreational programming including aquatics, field sports, ice sports, fitness, special needs, and other instructional programs.
- Serves as Municipal resource to the Parks and Recreation Board, Family and Community Support Services Board, Pass Powderkeg Ski Society and the Crowsnest Pass Community Pool Society. Provides information, suggestions, and advice as required.
- Administers the Community Funding Support policy that provides funding to community groups and organizations within the Municipality.
- Prepares annual capital and operating budgets in the Community Services Department. Monitors, controls and authorizes spending within the limits of the approved budget and delegated authority, and innovatively develops business cases for revenue generation and cost recovery.
- Responsible to collaborate and liaise with community organizations and agencies including the establishment of leases for use of buildings or parks as required.
- Provides oversight to capital and other Community Services facility improvements related to planning, budgeting, tendering and project oversight.

COMPETENCIES AND BEHAVIOURS

- **Leadership Skills:** Provides leadership while giving guidance and support. Mentors and is a positive role model who has the ability to communicate potential opportunities to departments while empowering individuals, teams and volunteers. Acts as an advocate for staff and community members.
- **Communication Skills:** A clear, positive and honest communicator who is able to build trust through presenting ideas clearly while effectively listening and willing to learn from others. Demonstrates a strong ability to work effectively within a public sector environment and is politically astute.
- **People Person:** An integral part of a team with and an outgoing, friendly and consistent style of working co-operatively with others. The ability to work and lead in a professional manner while also allowing for creativity within the workplace.
- **Community Minded:** A passion for serving the wider community and a desire to be involved, and act as a liaison between the Municipality and citizens and community groups.
- **Organizational Skills:** Able to simplify often complex administrative and service matters, an ability to separate important issues and prioritize work initiatives.
- **Pragmatic Decision-Maker:** Believes in involving people in processes to establish priorities and shows sensitivity to changing approaches. Shows strong common sense

and intuitive judgement abilities required to lead change management and build a healthy, positive, fun, productive work culture.

- **Conflict Resolution:** A consensus builder with a proven ability of positively engaging people from diverse or polarized positions in problem-solving. Able to develop proactive solutions through the use of interest based negotiations demonstrating strong conflict resolution skills.
- **Flexible and Adaptive:** Able to change gears quickly in an ever changing environment. The ability to demonstrate flexibility and openness to changes in the workplace.
- **Contract Management:** A confident systems management approach to alternative program and service delivery styles including contract negotiation, management and quality service evaluation.
- **Management Skills:** A proven record of being able to motivate, plan, direct and evaluate people and activities of a broad based municipal organization. The ability to manage effectively while maintaining a friendly approachable attitude in a unionized environment.
- **Financial Management:** Leads with a strong sense of service delivery while integrating financial planning, budgeting, and management reporting with a keen sense of building programs and services that are sustainable.

REQUIRED EDUCATION AND EXPERIENCE

The position requires the following minimum qualifications:

- Post-secondary degree in Recreation Administration or a related field.
- A minimum of five years of experience in a management capacity including supervision of diverse teams in the delivery of community and leisure services.
- Municipal experience including competent working knowledge of the Municipal Government Act, bylaws, regulations and legislation.
- Good working knowledge of financial and human resources practices, labour relations.

The following qualifications would be an asset:

- CPRA Professional Development Certification (CPRA PDC)
- Management experience in a unionized environment.
- CLGM Designation
- Ski operations and management experience
- Aquatic management at a supervisory level
- Community development processes and consensus building experience