



DIRECTOR OF COMMUNITY SERVICES

POSITION: DIRECTOR OF COMMUNITY SERVICES

DEPARTMENT: COMMUNITY SERVICES/RECREATION

REPORTS TO: CHIEF ADMINISTRATIVE OFFICER (CAO)

SUPERVISES: Recreation Manager; Events, Marketing and Economic Development Officer; FCSS and Special Projects Coordinator and Administrative Assistant.

SUMMARY: *Reporting directly to the Chief Administrative Officer, the Director of Community Services is responsible for the development and execution of recreational initiatives, the planning and operation of recreational and community service facilities and programs for the Town of Pincher Creek. This person will create, nurture, pursue and maintain positive working relationships with community groups, recreational and cultural organizations, sports organizations, and other special service groups relating to community programs, activities and events, and community health and wellness.*

MAJOR RESPONSIBILITIES

1. Provide excellent customer service/relationships with community groups; interaction with the general public and response to questions, complaints and concerns
2. Institute an ongoing program of recreational and community services programs and events
3. Oversee the development and implementation of an ongoing marketing and promotions plan for all Town of Pincher Creek recreation and community services and facilities, in addition to an ongoing tourism and economic development attraction initiative
4. Ensure that accurate record keeping regarding ongoing facility usage and program attendance is maintained by subordinates
5. Prepare and administer annual operating and capital budgets; research applicable funding sources such as grants and sponsorships; purchasing and tendering as per policies
6. Hire or assist with the hiring, mentorship and training of department staff; ensure adequate staffing levels; provide for personnel performance measures and discipline as required; encourage team building and provide leadership to Department staff.



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7. Attend and or organize related committee meetings i.e. Recreation Advisory Committee, Facilities Committee, Communities in Bloom, and others including evenings and weekend events.
8. Participate and advise with Library and other cultural and heritage organizations
9. Be proactive in meeting the needs of the community regarding trends and developments in recreational, social and health and wellness activities and programs.
10. Ensure that the Department's health and safety program is up to date and concurrent with OHS; safety training provided for staff.
11. Participate in Town's emergency management training and provision of services as required
12. Ensure all Town owned recreation and community service facilities and equipment are maintained in an efficient, clean and tidy manner
13. As a member of the management team, assist in identifying areas of improvement required for facilities and services in community
14. Maintain open and ongoing communication with all departments and managers and provide department reports to the CAO and Council as required
15. Ensure Department staff maintain professional dress and deportment
16. Develop policies, procedures, standards and Department objectives, aligned with Town strategic plans
17. Take ownership and solve problems as required
18. Demonstrate professionalism and integrity in the workplace and community
19. Assist with emergent or unforeseen tasks as required; and inform CAO immediately of any serious incidents or injuries
20. Coordinate maintenance, facility and park development, planning and design with other Town departments, engineering, etc.
21. All other duties as assigned by the CAO

QUALIFICATIONS:

- *Degree in Recreation or related to Community Development and or Public Administration and Facility and Park Management*
- *Minimum five (5) years experience in a municipal environment*



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- *Minimum of three (3) years management and supervisory experience*
- *Excellent knowledge of computer software programs including Microsoft Office, Excel, Questica, Laserfiche*

- *Exemplary communication skills, oral and written*
- *Excellent interpersonal skills, maintaining tact and diplomacy*
- *Must be reliable, and able to work cooperatively with individuals in all departments, union representatives and the public*
- *Exemplary time management and organizational skills*
- *Must maintain confidentiality as required*

ASSETS:

- *Knowledge of municipal legislation*
- *Training and mentoring skills*
- *Marketing background*
- *Urban planning/community development*
- *Facility and parks operations and construction experience*
- *Communication skills*
- *Ability to provide leadership and motivate subordinates*
- *Ability to handle multiple issues and priorities as the same time*

Chief Administrative Officer

Date

Director Signature