

MUNICIPALITY OF CROWSNEST PASS

POSITION DESCRIPTION

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| POSITION TITLE: | DIRECTOR, COMMUNITY SERVICES |
| REPORTS TO: | CHIEF ADMINISTRATIVE OFFICER |
| REVISION DATE: | MARCH 2003 |

POSITION SUMMARY

Provides professional leadership and direction for the development and maintenance of all community parks, recreation and cultural facilities. Ensures community access to high quality facilities, programs and resources that will provide a positive public image for the Municipality and a desirable quality of life.

PRIMARY ACCOUNTABILITIES

1. Plans, directs and coordinates the day-to-day operation of the various Community and Municipal facilities to achieve the department mission and goals. Develops and implements a process for preparation of annual capital and operating budgets for all facilities. Monitors, controls and authorizes spending within the limits of the approved budget.

Key Performance Measures:

- ✓ Budget Variance, measured in dollars and percentage over or under.
- ✓ Service Quality, measured by community feedback and facility utilization.

2. Directs the preparation and implementation of programs through the FCSS and Culture and Recreation Boards that will provide a positive public image and desirable quality of life in the Municipality.

Key Performance Measures:

- ✓ Budget Variance, measured in dollars and percentage over or under.
- ✓ Service Quality, measured by community feedback and program utilization.

GENERAL ACCOUNTABILITIES

3. Establishes and maintains a system and procedures to ensure all facilities drawings, equipment records and inventories are accurate and up-to-date. Develops and implements a planned program of preventative maintenance to sustain the quality of all recreation, parks and culture assets.
4. Actively promotes the use of community facilities. Cooperates with local groups and individuals in planning and implementing a broad range of recreational programs for all ages. Advises on financial and other resources available to support program initiatives. Oversees the scheduling of all community parks and recreational facilities.
5. Recruits, develops and evaluates all department staff. Conducts regularly scheduled meetings with all department staff to review operations; communicate expectations; advise on policy or procedure changes; and to share information of general interest to the team.
6. Develops and implements strategies for attracting revenue to support the recreation budget through sale of advertising space, joint venture and licensing agreements, or leasing of physical space to commercial ventures.
7. Approves the purchase of supplies and equipment, within the limits set by Municipal policy, and recommends the approval of purchases above those limits.
8. Prepares reports and provides advice or information to the Municipal Council and its Committees as required with respect to the department's activities and responsibilities.
9. Establishes and maintains positive relationships with Federal or Provincial government departments and neighboring municipalities with respect to program and facility operations. Maintains a current knowledge of all funding programs that may be available to support community initiatives.
10. Responds to public enquiries, media requests for information or complaints with regard to department activities, following approved policy and procedure.

TECHNICAL COMPETENCIES

- ✓ University or Community College graduation in Recreation or Business is desirable.
- ✓ Practical knowledge and experience in computer systems for business applications.
- ✓ Post-secondary education in disciplines such as administrative management, leadership, or human resource management is desirable.
- ✓ Five years supervisory or management experience in recreation programs or facilities management.

BEHAVIOURAL COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Command Skills Demonstrated leadership and team building skills; doesn't hold back anything that needs to be said; lets people know where they stand.
- ✓ Interpersonal Skills Relates well to all kinds of people inside and outside the organization; uses diplomacy and tact to diffuse tense situations; makes people feel important and valued.
- ✓ Action Oriented Can be counted on to get things done; energetic, with a bias for action; makes good decisions in a timely manner.
- ✓ Composure Cool under pressure; can handle stress; is a settling influence in a crisis.
- ✓ Planning & Organizing Can marshal resources to get things done; uses resources effectively and efficiently; sets clear expectations; designs practical processes and procedures.
- ✓ Communications Able to speak and write clearly; able to get the desired message across to a variety of audiences.
- ✓ Problem Solving Uses rigorous logic and methods to investigate and solve problems; excellent at analysis; looks beyond the obvious.

