



WHERE PEOPLE ARE THE KEY

Director of Community Services Job Description

Department	Community Services
Reports To	County Manager
Job Description Approval Date	August 24, 2021

POSITION SUMMARY:

The Director of Community Services is responsible for the overall strategic leadership and long term planning of the Community Services department. This position supports and provides strategic advice to the County Manager, County Council, Boards, and acts as a primary liaison for a number of stakeholders. As a member of the Senior Leadership team, this position reports directly to the County Manager.

The Director of Community Services shall administer the Community Services department in accordance with policies and bylaws of Lacombe County and directives from the County Manager. The Director refers to the County Manager in matters of major decision, problems and policy procedures.

KEY DUTIES AND RESPONSIBILITIES:

1. Oversee the planning, development, implementation and leadership for all projects, programs and services delivered by the department including:
 - a) Agriculture and Environment Services
 - b) Fire and Emergency Management Services
 - c) Protective Services
 - d) Utility Services
 - e) Utility Commissions:
 - i) Act as Manager for the Commissions.
 - ii) Work with the Board Members and provide advice and recommendations on all facets of the regional utility systems including the funding, construction, safety and daily operations.
 - iii) Implement the Board's decisions.

2. Provide overall supervision and management of the department:
 - a. Manage and provide support for staff to achieve the expected results from work and project plans. Create a team environment which inspires hard work, dedication, collaboration and creativity.
 - b. Establish project and work parameters for subordinate staff.
 - c. In accordance with policy, manage, both directly and in collaboration with subordinate staff and Human Resources, the human resource needs for the department including planning, recruitment, selection, job description development, training and development, performance planning and evaluation, discipline, and with the approval of the County Manager, termination.
 - d. Communicate, clarify and translate complex information for employees (technical, procedural, directional).
 - e. Promote health and safety initiatives within the department. Comply with all County policies, work procedures, directives, the Alberta Occupational Health and Safety Act, Regulation and Code. Participate in workplace safety initiatives.
 - f. Coordinate the operation and direction of the department with other County departments and services. Ensure cross-department and intra-department impacts are considered in the delivery of projects, programs and services.
3. Work collaboratively with the County Manager and staff to develop, maintain and implement the goals and strategies of the County's Strategic Plan. Develop action plans for the department setting out what and how the department will contribute to the delivery of County programs and services.
4. Oversee the management of financial, operational and capital programs and service delivery of the department:
 - a. Direct and assist in the preparation of the annual operating and capital Community Services budgets along with supporting documentation.
 - b. With the approval of the County Manager establish and undertake works on his/her own initiative ensuring that project costs are in accordance with approved budget.
5. Provide reports, information and effective strategic advice that may be required by the County Manager, Council, Council Committees or Boards.
6. Attend Council and Board meetings as required; answer questions on Community Services related matters.
7. Liaise with neighboring municipalities, other levels of government, the private sector and the public respecting agricultural, environmental and enforcement service matters.

8. Represent Lacombe County and the department at meetings ensuring visibility and liaison with community leaders. Sit on committees or boards as determined by the County Manager.
9. Prepare and implement administrative policies and procedures for the Community Services Department
10. Develop and implement appropriate internal auditing and program evaluation procedures to ensure value for money within the Community Services department.
11. Maintain capital replacement schedules for capital equipment and recommend changes or amendments to the County Manager.
12. Advise the County Manager on any procedure, policy or bylaw changes that may be deemed appropriate.
13. Evaluate departmental activities and develop a positive and proactive Customer Service philosophy throughout the department.
14. In the absence of the County Manager, serve as the Acting County Manager on a rotational basis.

DUTIES AND RESPONSIBILITIES DELEGATED BY THE COUNTY MANAGER:

1. Determine, within approved schedules, salary and wage increments for all Community Services employees.
2. Signing authority for agreements related to brushing and spraying on private lands.

GENERAL DUTIES AND RESPONSIBILITIES:

1. Maintain the confidentiality of all records in the office and only release information in accordance with County policy and applicable legislation.
2. Maintain effective public relations with other County employees, ratepayers and the general public and present a positive image of the County.
3. With the approval of the County Manager and at the expense of the County attend seminars, workshops and courses with the objective of improving knowledge and skills related to performing assigned job duties.

4. Maintain knowledge of all acts, regulations, and other legislation affecting the operation of the Community Services Department.
5. Participate in workplace safety initiatives and meetings as required. Report to work fit for duty.
6. Such other duties and responsibilities as may be assigned from time to time.

QUALIFICATIONS:

1. Related post-secondary degree such as Public Administration, Business Administration, Science, etc., or a combination of equivalent education and experience. Experience in municipal operation and management is an asset.
2. A Certified Local Government Managers (CLGM) designation is an asset.
3. Minimum of five years of experience in a senior management/leadership position.
4. Extensive knowledge of water and wastewater functions, utility engineering practices, the applicable legislation and code requirements, and a good understanding of municipal government operations is required. Knowledge of productivity, work order and SCADA systems for utilities is an asset.
5. Demonstrated experience in project management (planning, budgeting, cost estimating and scheduling).
6. Proven fiscal management experience and expertise, preferably in a municipal setting.
7. Ability to foster and maintain positive, constructive working relationships with diverse internal and external stakeholders in an open and ethical environment.
8. Excellent interpersonal, time management, analytical, communication, presentation, problem-solving, facilitation and negotiation skills.
9. Superior leadership skills; able to influence and engage direct and indirect reports and peers.
10. Ability to organize thoughts in a logical and persuasive fashion and express those thoughts in conversation, writing and formal oral presentations is a critical skill requirement.

11. Proven competency to efficiently use Microsoft applications (Word, Excel, Power Point, Outlook).
12. A valid Class 5 driver's license.
13. Availability to attend evening and/or weekend meetings or other events as required.

WORK ENVIRONMENT AND PHYSICAL CHARACTERISTICS:

The employee typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. The employee encounters frequent interruptions throughout the work day.

In this primarily sedentary position, the employee is regularly required to sit, talk, hear, and use hands and fingers in a repetitive motion to operate office equipment. The employee must have close visual acuity to view the computer monitor and perform reading of various types of documents.

This position also involves walking or standing for brief periods of time and occasionally exerting up to 10 pounds of force to lift, carry, push, pull or otherwise move objects.

At times, the employee is required to meet with the staff and public outside of the office environment. During these times, the employee is subject to outside environment conditions including moving vehicles and heavy equipment, walking on slippery and uneven surfaces, and noise.