

GENERAL MANAGER, COMMUNITY SERVICES

EXEMPT (Y/N):	Yes	DIVISION:	Various
SALARY LEVEL:	Exempt	DEPARTMENT:	Community Services
LOCATION:	Field Road	SUPERVISOR:	Chief Administrative Officer
APPROVED BY:	CAO	DATE:	Jan 2021

*Replaces: New**Date:*

SUMMARY: This is a senior management position responsible for the planning, co-ordination and control of the activities and business affairs of the Community Services Department which includes, but may not be limited to, Recreation Services, Dakota Ridge Nordic operations, Parks, Bicycle & Walking Paths, Cemeteries, School Facility Joint Use Agreements, Facility Services, Building Maintenance, Ports, Transit, and Fleet Services. Manages and provides leadership to Community Services staff and ensures provision of services in compliance with the Regional District's bylaws, policies, statutory requirements and the collective agreement. Administers contracts to SCRD funded agencies (i.e. community schools) and actively promotes and supports advisory groups.

KEY RESPONSIBILITIES include:

1. Provides recommendations through the Chief Administrative Officer to the Board's Standing Committees and other steering or ad hoc committees as designated by the CAO.
2. Provides professional leadership to divisional managers and other subordinate staff as needed, e.g. with regard to project development and management, establishing terms of reference for special studies, development of business plans and preparation of standing committee agenda reports and submissions.
3. As directed by the CAO, participates as a member of the senior management team in development of strategic and corporate goals and objectives: provides support to the CAO in the development of the overall departmental budget for consideration by the Board.
4. Manages departmental staff or directs subordinate managers in the management of staff, such responsibilities include, but are not limited to, the administration of the collective agreement, policies and procedures, staffing, and conflict resolution. Manages performance of staff in accordance with the corporate performance engagement program.
5. Supports and promotes the Corporation's policies on, but not limited to, Strategic Plan, safe working practices, risk management, and financial and environmental sustainability.
6. Supports the fostering of partnership and relationships with First Nations groups.

TYPICAL ACTIVITIES include:

1. Attends Board of Directors' meetings and provides input on request, prepares reports, briefs, plans and background documentation as required for Board consideration or approval, and ensures that the CAO and/or Board members are adequately briefed on all relevant matters at all times.
2. Formulation of recommendations to the SCRD Board through the CAO, e.g. with respect to goals, objectives, policies and programs, budgets, and long-range capital and business plans and ensures alignment with the Strategic Plan.

3. Under the general direction of the CAO, initiates actions required by the Board and co-ordinates and monitors assigned tasks emerging from the meetings, such as initiating special projects such as feasibility and other studies, social and statistical surveys and development plans.
4. Co-ordinates activities of divisions within the department, ensuring that services are provided in a safe, efficient and cost-effective manner, and holds departmental meetings on a regular basis.
5. Provides recommendations to CAO on matters that are interdepartmental in nature, such as corporate communications, labour relations, human resources and use of facilities, and facilitates a team approach within own department and corporately.
6. With the approval of the CAO and within budgeted limits, ensures the appropriate staffing levels for service delivery in the department making final hiring decisions in consultation with the CAO on managers within department, reviews performance and provides performance feedback, and provides input to CAO on staffing issues and concerns identified at the mid-management level.
7. Ensures appropriate administration of the collective agreement and bylaw provisions, promotes a positive labour relations climate, handles grievances at Step 2, and acts as a resource to subordinate managers in conflict management and resolution.
8. Monitors the departmental budget and approves expenditures in designated divisions and for external operations and works with the General Manager, Corporate Services/CFO to co-ordinate the flow of budget information.
9. As designated by the CAO, may represent the Regional District at the intergovernmental level, e.g. in public hearings, joint planning sessions, First Nations meetings.
10. Explores, develops, and recommends sponsorship agreements, develops strategic alliances or partnerships, and promotes the provision of services, events, and other such activities.
11. Develops, implements, and supports departmental administrative procedures, protocols and operational guidelines that support the SCRD's Bylaws and Policies and ensures compliance with same.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Bachelor's degree, with preference given to a Master's degree in a community services-related discipline such as planning or recreation management, ideally supplemented by completion of post-secondary education in public administration or business administration.
- Membership or eligibility for membership in a relevant professional association.
- Ten (10) years' of increasingly responsible relevant experience, preferably including experience in local or regional government, in the management of staff, preferably in a unionized environment, and in the public consultation process.
- An equivalent combination of education and experience may be considered.

OTHER SKILLS/KNOWLEDGE

- Demonstrated skills in team leadership and development.
- Ability to deal effectively with staff, Board members and the public with tact and diplomacy.
- Skills in oral and written communication/presentation, especially the ability to prepare written reports and make oral presentations.
- Ability to read, analyse and interpret financial statements and statistical data.
- Familiarity with the legal, strategic and technical framework associated with the provision of community-based services.
- Proficiency in Microsoft Office programs.
- Knowledge of management and labour relations principles and practices.
- Project management and contract administration skills.