

GENERAL MANAGER, COMMUNITY SERVICES

EXEMPT OR UNION:	Exempt	DEPARTMENT:	Community Services
SALARY LEVEL:	Exempt Grid Level 10	DIVISION:	Various
LOCATION:	Field Road	SUPERVISOR:	Chief Administrative Officer
APPROVED BY:	CAO	UPDATED:	May 2026

Replaces: GM, Community Services

Previous Version: January 2021

SUMMARY: As part of the Senior Leadership Team, this position provides strategic leadership, operational oversight, and administrative direction for the Community Services Department, including Recreation Services, Parks, Facility Services, and Fire & Emergency Services. The portfolio includes Dakota Ridge Nordic operations, cemetery services, bicycle and walking paths, fire protection services across four departments, the regional emergency management program, and the E911 telecommunications system. The role leads departmental managers and staff, oversees service delivery, budgets, contracts, agreements, and community partnerships, and ensures operations align with Regional District bylaws, policies, collective agreements, and legislative requirements.

KEY RESPONSIBILITIES *include:*

1. Provides strategic advice and recommendations through the Chief Administrative Officer to the Board, Standing Committees, and designated steering or advisory committees on matters related to Community Services operations, planning, and service delivery.
2. Provides leadership and direction to departmental managers and staff in areas including operational and business planning, project development and implementation, service delivery, policy administration, cross-departmental collaboration, and preparation of reports and recommendations for Board consideration.
3. Participates as a member of the Senior Leadership Team in the development and implementation of corporate goals, strategic priorities, organizational initiatives, and departmental operating and capital budgets.
4. Provides overall leadership in workforce planning, labour relations, performance management, staffing, conflict resolution, and the administration of collective agreements, bylaws, policies, and procedures.
5. Supports and promotes corporate policies, strategic priorities, and organizational initiatives related to health and safety, risk management, environmental stewardship, financial sustainability, and effective public service delivery within the community services division.
6. Establishes and maintains collaborative relationships with First Nations, government agencies, service providers, community organizations, volunteers, and regional partners to support effective service delivery and community engagement.

TYPICAL ACTIVITIES *include:*

1. Attends Board and Committee meetings; prepares reports, recommendations, plans, briefing materials, and supporting documentation for Board consideration and decision-making; and

ensures the CAO and Board members are appropriately informed on significant departmental matters.

2. Formulates recommendations to the Board through the CAO regarding departmental goals, objectives, policies, programs, operating and capital budgets, and long-range business planning in alignment with the Strategic Plan.
3. Implements Board direction and coordinates departmental initiatives, including special projects, feasibility studies, development plans, operational reviews, and research activities.
4. Oversees the coordination and delivery of departmental services and operations, ensuring services are provided in a safe, efficient, and cost-effective manner.
5. Provides leadership and direction to departmental managers and staff, including staffing, performance management, succession planning, conflict resolution, and regular departmental coordination.
6. Oversees the administration of collective agreements and applicable bylaws, promotes positive labour relations, manages grievances at Step 2, and supports managers in resolving workplace issues.
7. Monitors departmental operating and capital budgets, approves expenditures within authorized limits, and works collaboratively with Finance staff on budget development and financial reporting.
8. Maintains effective working relationships and collaboration with SCRD departments, First Nations, provincial agencies, emergency service organizations, Search and Rescue organizations, E-Comm, and other service partners.
9. Represents the Regional District in intergovernmental relations, public meetings, joint planning initiatives, stakeholder discussions, and community engagement activities, as designated by the CAO.
10. Develops and supports partnerships, agreements, administrative procedures, operational guidelines, and service initiatives that support departmental operations and ensure compliance with Regional District bylaws and policies.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Bachelor's degree in recreation management, public administration, business administration, planning, emergency management, or a related discipline, with preference given to a Master's degree in a related field.
- Membership or eligibility for membership in a relevant professional association.
- Ten (10) years of progressively responsible senior leadership experience, preferably in local or regional government, including staff management in a unionized environment, strategic and operational planning, and stakeholder and community engagement.
- An equivalent combination of education and experience may be considered.

OTHER SKILLS/KNOWLEDGE

- Demonstrated leadership skills, including the ability to lead, mentor, and develop multidisciplinary teams within a complex service environment.
- Strong interpersonal, relationship-building, and conflict resolution skills, with the ability to work effectively with staff, elected officials, external agencies, Indigenous communities, stakeholders, and the public.
- Excellent written and verbal communication skills, including the ability to prepare reports, present recommendations, and communicate complex information clearly and effectively.
- Strong analytical and financial management skills, including the ability to interpret financial

statements, operational data, and statistical information.

- Sound knowledge of local government administration, governance, labour relations, and the legislative and regulatory frameworks related to community services and emergency services delivery.
- Experience in strategic planning, project management, contract administration, and organizational change management.
- Proficiency with standard business and computer applications, including MS Office suite.