

THE CORPORATION OF THE TOWN OF COCHRANE

JOB DESCRIPTION

DIRECTOR OF COMMUNITY SERVICES

Job Title:	Director of Community Services
Department:	Community Services Department
Hours of Work:	Regular hours of work of 40 hours per week, Monday to Friday from 8:00 a.m. to 5:00 p.m.
Salary and Benefits	Salary range and benefits to commensurate with Qualifications and Experience
Immediate Supervisor:	Chief Administrative Officer
Job Summary:	<p>The Director, reporting to the Chief Administrative Officer participates as a member of the Senior Management Team and is responsible for the planning, development , general/financial management and leadership of the Department of Community Services- comprising of parks, recreation and cultural programming, facilities planning, construction, maintenance and operations, Tim Horton Event Centre, the Lake Commando Park Facility and waterfront programs, the Cochrane Childcare Centre and festivals and events management. He/she will work with a skilled municipal team, Council, committed Recreation Board members and community volunteers to deliver innovative, consistent and high quality customer service, community engagement and resource management.</p>

Essential Duties and Responsibilities

Management

- Directs and manages the operations and maintenance of a variety of facilities and programs such as; Tim Horton's Event Centre services, arena services, aquatics, ball diamonds, soccer fields, waterfront, the Commando Park Complex and the Beach.
- Develops, recommends and implements a long term plan (five year plan) for operational and capital improvements for all programs and facilities for the Community Services Department.
- Develops a variety of Community services and recreational strategies, goals and objectives for review and approval by the CAO, the Recreation and Event Board and Council and implements these strategies to achieve the Council and Board approved long term and yearly goals.

- Monitors and evaluates the various workplans developed based on goals and objectives established for each area of service (all facility and parks management operations, aquatics, recreational and wellness programming, arena operations, THEC operations, Commando Lake Pavilion, Beach-front operations, Daycare services, festivals and events management).
- Encourages, develops, implements and maintains partnerships with a wide range of community groups to enhance the provision of services to the community, provide training & development, maximize facility, parks and beach usage, establish new programs & ensure groups are aware of regulatory and legislative matters.
- Encourages and supports Recreation and Events Board, community groups and service clubs in contributing to and implementing community recreation projects.
- Develops and recommends fee structures and subsidies for community services and groups utilizing Municipal facilities and parks.
- Develops, recommends, implements and monitors new and existing programs to maximize the use and revenues of facilities.
- Develops, recommends and implements a Community Services budget and monitors progress throughout the year and taking corrective actions as necessary.
- Develops, recommends and implements promotion and marketing strategies for all facilities, parks and programs.
- Develops, recommends and implements appropriate operational standards, controls, policies, procedures, reporting requirements and record keeping to meet all legislative requirements and safeguard all assets.
- Develops, implements and monitors a full preventative maintenance program and an asset management program for all municipally owned buildings, parks, waterfront, ball fields, etc.
- Attends a variety of meetings such as Council, Boards, committee and staff meetings to provide advice and recommendations, communicate information, resolve problems and implement actions.
- Develops and implements an effective customer service strategy for all staff.
- Measures and evaluates programs and overall operations and reports regularly to the CAO, Board and Council.
- Implements a risk strategy for the Department as part of overall Town Risk management strategy

Operational Management

- Ensures the provision of support and training to volunteer organizations which provide and maintain recreational programming.
- Ensures plans are in place for making best use of website, social media, technology, etc., to meet the service and communication needs of the Community Services Department with the public.
- Ensures an efficient process is in place to respond and resolve all internal and external customer service concerns and special requests in a timely and effective manner.
- Manages the development and evaluation of programs in a variety of areas such as arena operations, aquatic programming, ball fields, parks and waterfronts and all other municipally owned outdoor facilities and the clubs and citizens utilizing them, recreation, wellness, fitness and aquatic programming, Lake Commando facilities and Beach, waterfront programs, event management services and community events, etc.
- Ensures the accurate maintenance logs for refrigeration equipment, fire & safety equipment, daily ice and building conditions, pool equipment and filtration devices etc., are completed and accurate.
- Researches, recommends and purchases equipment and materials.
- Recommends, establishes, implements and maintains employee and user health and safety policies and procedures. Ensures compliance with provincial and federal legislation such as the Occupational Health and Safety Act, Workplace Safety and Insurance Act, etc.
- Ensures all equipment and facilities are operational and maintained in accordance to the Ministry of Labour, TSSA, ORFA, Alcohol & Gaming Commission of Ontario and other regulatory bodies.
- Seeks to attract/create events or conferences that will generate tourism and support economic development initiatives.
- Supports the Cochrane Recreation and Special Events Board to implement various special events and programs.
- Researches, develops, assists and prepares grant proposals to obtain Federal, Provincial and private funds to support community services projects that meet the needs of the community.
- Ensures effective and efficient processes are in place for booking, scheduling and invoicing for the Department.

- Ensures the effective and efficient operation of arena services and is the primary contact with its key users.

Human Resource Management

- Directs all Human Resource requirements for the Department such as interviews, hires, orients staff, supervises, ensures training and development for all staff, and completes regular performance reviews and implements discipline as required.
- Coaches, counsels, and motivates staff to maintain a team approach to quality service delivery.
- Prepares or reviews schedules for all FT, PT and seasonal staff to maximize the use of staff resources.
- Ensures the implementation of appropriate training for all departmental staff especially in areas such as first aid, Health and Safety, WHIMIS and maintaining licenses and certification (ie: Aquatics, a Certified Ice Technician (CIT), refrigeration and safety plant requirements as established through the Ministry, Ontario Recreation Facilities Association (ORFA) technical safety standards (TSSA)).
- Provides ongoing training and support for an effective customer service strategy.

Administration

- Prepares a wide range of reports including federal and provincial and private sector proposals and reporting requirements, for the CAO, Cochrane Recreation and Special Events Board, Council and public.

Competencies

- College or University Degree in Recreation or leisure studies, Public or Business Administration, Marketing.
- Demonstrated 3 years successful experience as a Senior Manager working or building community services in at least two of following service areas: Business Administration, Aquatics, Arenas, Event Centre, broad range of Community and Recreation Programming.
- Demonstrated Marketing skills resulting in improving community outreach and programming and improved use of all facilities, parks, trails, waterfronts, etc.
- Successful Senior Management experience with strong long term planning skills and leadership skills including demonstrated Human Resource Management skills (including Training and Development).
- Strong financial management, research, grants writing and fundraising skills.

- Strong demonstrated skills in working effectively with a Board, various Community Groups and volunteers in building successful community partnerships.
- Understands and able to demonstrate best practices in building effective Customer Services, in the areas of broad based community Recreation programs, Aquatics, Arena and Event Centre Management.
- Experience in developing policies, practices and standards and asset management.
- Experience in monitoring, measuring and reporting on results.
- Strong research, analysis and project management skills.
- Demonstrated skills in community development and building effective partnerships.
- Strong communication and effective problem solving skills with Provincial government partners, business, Council, Board and volunteers and users.
- Excellent report writing skills and communicating effectively in both languages (French and English) would be an asset.