



Director of Community & Customer Service

Posting Date: June 1, 2019 to June 16, 2019
Work Location: Municipal Office, Odessa, ON
Reports to: Chief Administrative Officer
Salary: \$109,328 - \$126,066 (determined based on experience/education)
Posting No.: LT-36-2019 Director of Community & Customer Service

Reporting directly to the Chief Administrative Officer (CAO), the Director will be responsible for the efficient and effective administration of the newly created "Community & Customer Service" department of Loyalist Township. These services include recreation, facilities and public works.

The Director is an integral advisor to the CAO, supporting the development and implementation of strategic objectives in the interest of a sustainable community. The Director builds strong working relationships with stakeholders and provides guidance to staff by fostering a culture of municipal excellence.

Qualified candidates will possess a combination of significant experience and relevant education normally achieved through post-secondary studies in municipally relevant fields. Candidates should also possess management experience in operational planning, human resources management, as well as a successful record of accomplishment in achieving administrative, financial and customer service excellence. Strong interpersonal, communication, and engagement skills, combined with a solid understanding of municipal operations are a necessity for this position.

A detailed job description is available on the municipal website www.loyalist.ca.

Qualified candidates are invited to submit a cover letter and detailed resume by **June 16, 2019** to jobs@loyalist.ca.

The Township of Loyalist wishes to thank all candidates for their interest however only those being selected for an interview will be contacted. Upon advertisement, the Township will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout the hiring process. The information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.



JOB DESCRIPTION

POSITION TITLE: DIRECTOR

DEPARTMENT: COMMUNITY & CUSTOMER SERVICES

REPORTS TO: CHIEF ADMINISTRATIVE OFFICER

UPDATED: MAY 2019

POSITION SUMMARY:

The Director of Community & Customer Service is responsible for the administration of the department. The Director is appointed by Township Council.

The Director is a member of the Leadership team reporting to the Chief Administrative Officer. The position provides leadership and supports the development and implementation of organizational strategies, technology, best practices and processes to ensure quality corporate reporting, information management, and strategic planning. The Director is a team leader with the ability to support, coach, develop staff and positively engage and motivate colleagues in a fully participative workplace.

MINIMUM QUALIFICATIONS:

- Post-secondary degree/diploma in engineering, business administration, Recreation, Parks and Recreation Administration, Facility Management or similar/related discipline; with suitable training in corresponding areas of responsibility.
- Minimum 10 years of related progressive experience, in a municipal environment with responsibilities for leadership and direction of a complex group of services and facilities.
- Management experience in a unionized environment and the ability to supervise, mentor and coach, direct reports in keeping with sound personnel management practices, in order to build and maintain a healthy and productive work environment.
- Experience working with internal and external stakeholders in a political environment.
- Recent experience working at a senior level in a recreation, facilities, or public works related environment that includes general knowledge of all municipal operations.

Specific Skills, Abilities and Knowledge

- Experienced in municipal policy development with a good working knowledge of relevant Ontario legislation
- Demonstrated ability to plan strategically and act decisively to translate strategic initiatives into concrete action plans on a timely basis
- Strong administrative skills and effective problem-solving skills
- Demonstrated attention to detail, ensuring accuracy with large volume and diversity of work
- Strong financial skills
- Strong customer service skills
- Strong public engagement skills
- Strong leadership skills
- Excellent project management skills
- Demonstrated flexibility and organizational skills in dealing effectively with shifting priorities, based on urgency and importance
- Excellent interpersonal, organizational, communication, research, and time management skills
- Demonstrated ability to lead and engage staff in a unionized environment
- Proficiency in use of MSWord, Excel and Outlook

KEY RESPONSIBILITIES AND DUTIES:

Provides leadership and supports the development, and implementation of organizational strategies, technology, best practices and processes to ensure quality corporate reporting, the creation of efficiencies, information management, and strategic planning. The Director is a team leader with the ability to support, coach, develop staff and positively engage and motivate colleagues in a fully participative workplace. Duties include:

- Manage all activities of the Community & Customer Services department
- Preparation of annual departmental budget and capital plan
- Work cross-departmentally
- Liaise with Lennox & Addington County Economic Development services
- Prepare policies and research to facilitate municipal decision making, strategies and decision support processes
- Implementation of master plans and approved studies
- Procurement and coordination of external consulting services, as approved by Council
- Coordination of tenders and requests for proposals as approved by Council
- Provide timely and transparent reporting to Council and the public
- Network and collaborate with colleagues through professional associations to stay abreast of new regulations, best practices and other municipally relevant issues
- Other duties as assigned

WORKING RELATIONSHIPS:

Internal

Daily communication with all Community and Customer Services Department staff and other municipal departments.

External

Frequent liaison with Township residents, other municipalities and agencies and community volunteer and service clubs and groups.

WORKING CONDITIONS:

Normal office environment working conditions apply. Will be required to attend outside of regular office hours. May be seated for long periods (3-4 hours). The use of a personal vehicle may be required to attend off-site meetings/events.

The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail, all duties and responsibilities of the job.

