

CITY OF MELVILLE

JOB DESCRIPTION

Title: Director of Community Services

REPORTS TO: **City Manager**

ESTABLISHED: October 2016

REVISED:

POSITION SUMMARY:

The Director of Community Services holds a key leadership position in the City of Melville as part of the Executive Leadership Team. The Director has responsibility for the operation and maintenance of the CN Community Center (CNCC), all recreation and municipal facilities, parks maintenance and development, recreation programming as well as overseeing Fire and Emergency Services, including fire inspections. The Director shall be responsible for all policy development, staffing, financial and asset management. This position shall also be responsible for overseeing the City of Melville's corporate communications, public relations, marketing and tourism. The Director is responsible for fostering close working relationships between Public Works and Community Services to ensure a seamless coordination of equipment and services.

SUMMARY OF RESPONSIBILITIES:

- Working from the CNCC, directs the day-to-day and long-term operations of the CNCC Complex, including contracts and staff.
- Directs the day-to-day operations and oversees long-term operations of the Merv Moore Sportsplex, outdoor arenas, all parks/trails, and swimming pool.
- Manages all IT equipment and contracts
- Prepares and administers budgets for all municipal facilities, parks, trails and approved community programs and services.
- In conjunction with the Protective Services Manager, oversees fire and emergency services and coordinate all construction, maintenance and repairs of municipal facilities, utilizing internal and professional external resources.
- Hires, trains, delegates, supervises and makes recommendations to the City Manager in regards to the termination of staff.
- Provides leadership to staff and the entire organization.
- In conjunction with the Recreation and Programming Manager, oversees approved recreation and cultural programming and coordinates community programming and events, resources, agencies, cultural and volunteer groups, to meet community needs.
- In conjunction with the Community Development/Events and Communications Manager, ensures public accessibility of corporate information through coordination of the City's website and other advertising medium; including the development of press releases and public relation initiatives; oversees tourism, marketing and promotes community development and events.

- Receive, review and prepare reports and recommendations on various facility development and maintenance proposals and projects for presentation to City Council.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

1. Oversees the day-to-day and long-term operation of recreation facilities and staff and provide leadership and direction to the Community Services Management Team.

- Develop, implement and oversee preventative maintenance and asset management programs for all municipal facilities.
- Work in conjunction with the Director of Public Works to ensure efficient utilization, maintenance and replacement of equipment.
- Oversee annual maintenance and upgrading of facilities and ensure general maintenance and repairs are completed in a timely manner.
- Oversee the development and implementation of strategies, programs and schedules for the operation of the community services department.
- Oversee installation, maintenance and removal of ice surfaces.
- Support recreation staff who supervise the conduct of patrons and enforce the rules and regulations.
- Ensure the safety of staff and patrons.
- Ensure that all documentation is completed including safety log, daily logbook and ice measurements.
- Ensure that on-going communication with user-groups is implemented and maintained.
- Ensure that all recreation equipment is in good repair and that all necessary safety equipment is provided for staff.
- Oversee feedback received from facility users and respond effectively to any concerns raised.
- Stand-by requirements.

2. Works effectively with Management Team, appropriately delegating work and makes recommendations to the City Manager in regard to staffing levels.

- Evaluate and supervise management staff and direct reports, providing on-going encouragement and serving as a strong role model.
- Oversee recruitment, performance management, corrective discipline and recommends the termination of staff to the City Manager.
- Oversee the assignment of staff schedules.
- Establish performance standards and assist in monitoring employee performance.
- Inspect work performed by operational staff when necessary to ensure approved standards are being met.
- Coach and ensure that staff practices quality customer service.
- Set clear, results-oriented goals with realistic and measurable outcomes.
- Provide staff with on-going and appropriate training and assist staff within the department to develop the necessary skills to be successful within the organization.
- Support and encourage initiatives within the community services department.
- Provide regular, appropriate and constructive feedback to staff.

3. Administer contracts for construction, maintenance and program delivery:

- Prepare specifications, tender documents and proposal requests.
- Manage the tendering process and the awarding of tenders.
- Ensure contractor performance is monitored.
- Approve payment of contracts, progress payments and final payments.
- Prepare reports and provide recommendations on cost over runs.
- Make recommendations on the termination of contracts, levying of penalties and forfeiture of deposits.
- Ensure necessary documentation is completed in a timely manner.
- Advise developers and engineering consultants of relevant City policies and regulations and monitor compliance.
- Liaise with contractors, user groups, volunteers, community groups, consultants and other specialists.

4. Implements policies, which have been approved by Council.

- Develop and oversee policies and procedures for the application of the programs and services within the department.
- Make recommendations to Council regarding changes to and new policies to improve the operation of the community services department.
- Comply with all policies, rules and regulations of the municipality and the federal and provincial governments.

5. Preparing and administering budgets.

- Prepare and submit all Community Service budgets to Director of Finance for Council approval.
- Implement and monitor budgets.
- Discover and implement ideas that promote the concept of providing better programs and services at lower cost.
- Forecast short and long-term facility upgrades, replacements and expansions.

6. Provides leadership to the department and organization.

- Make recommendations to the City Manager regarding improvements in the operations, maintenance and programming of the department.
- Investigate new and/or different approaches to facility management and make recommendations to Council as required.
- Oversee the marketing of the recreational facilities to meet or exceed the expectations of user groups.
- Participate or assign employees to actively participate in community groups, organizations, committees to promote the interests of the department.
- Complete special assignments as directed by the City Manager.
- Research and prepare reports for the City Manager and Council.
- Stay current on legislation and its impact on the City's operations.
- Representing the City on various committees and at various meetings.
- Sign documents on behalf of the City as delegated by the responsibilities of the position and as authorized by the City Manager or Council.

- Identify trends and evaluate their impact on existing facilities.
- Take responsibility for ongoing personal and professional growth.
- Inform the City Manager of any situations that affect the Director of Public Works and Planning Services' ability to meet his/her goals.

7. Other duties as required.

POSITION REQUIREMENTS:

To be effective in the performance of the position described above, an individual would require the following:

Knowledge:

- An in-depth knowledge of facility operation, maintenance, construction and arena management.
- A demonstrated knowledge of working with and motivating staff.
- A knowledge of financial planning, budgeting, project management, tenders and contracts.
- Knowledge of the operation and maintenance of recreation parks and playgrounds.
- Knowledge of safety and safety related issues regarding the maintenance and operation of recreational facilities.
- Knowledge of and ability to use appropriate software applications is required.
- A general knowledge of public relations and communications.
- A general knowledge of Fire, Protective Services and Emergency Planning.
- A basic understanding of recreation marketing, programming and management of community recreation services.
- A knowledge of ice-making and ice maintenance.
- Experience working with boards, user groups and volunteers.
- A general knowledge of economic development, tourism, recreation programming and public relations.
- Strong administrative and organizational skills.
- Considerable knowledge of all legislation that might apply to municipal operations including but not limited to, The Cities Act and The Planning and Development Act.

Skills:

- Strong leadership, supervisory and human resource management skills are required. Including the ability to delegate, handle difficult situations and make sound and timely decisions.
- Strong financial management skills; including the ability to develop and monitor budgets and to achieve maximum benefit for each dollar spent.
- Planning, scheduling and coordinating skills are critical as well as a solid understanding of safety and building standards.
- Strong interpersonal skills, communication and marketing presentation skills are required.
- Mechanically inclined with previous hands on construction and equipment operation experience an asset.
- Mature judgment and self-confidence to deal with emergency situations involving personnel and the public.

- Ability to read and interpret construction and building standards; interpret legislative and code requirements.
- Proven ability to work with groups in a public setting and facilitation of work groups.
- A demonstrated high degree of public relations and effective writing and comprehension skills.

Education:

A Bachelor’s degree from a recognized post-secondary institution with major course work in Business Administration, Public Administration, Construction Management or a related field is preferred.

To have necessary knowledge to perform the duties of this position, the incumbent as a minimum **should have or is required to possess** certification in facility operation/recreation management or equivalent education from a recognized post-secondary institution or similar type education. Additional training in human resource management, construction, red seal journeyman status and/or general administration would be helpful and may be considered in place of a degree/certificate where previous experience has been extensively demonstrated. Project Management certification an asset.

Also required:

- Certificate in Safety Management and/or extensive OHS and safety certification including Confined Space Entry, PME, Fall Protection, Hearing and Respiratory, Traffic, WHIMIS, Dangerous Goods and trenching training.
- Valid First Aid certificate

Other:

Must possess and maintain a valid driver’s license, maintain a clear criminal and vulnerable sector check and be bondable.

Experience:

The skills listed above will likely have been gained through a minimum of five years of directly related experience in progressively more responsible positions. An equivalent combination of education and experience may be considered.



Employee Name (Print)

Employee Signature

Date

Supervisor Name (Print)

Supervisor Signature

Date