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Director of Operation Services

<https://www.lacombe.ca/>

www.HumanEdgeGlobal.com

About the Municipality

The City of Lacombe is located 25 km north of Red Deer, AB, 175 km north of Calgary, AB and 125 km south of Edmonton, AB along Queen Elizabeth HWY 2. The 2023 Census lists the City's population approximately 14,258. The City stretches across approximately 20 square kms. The City of Lacombe is surrounded on its boundaries by the County of Lacombe, each an independent municipality. In terms of retail, commercial, medical and other business services, the City of Lacombe is an important municipal center within south central Alberta.

Lacombe is a charming city known for its rich history and vibrant community. Visitors and residents alike enjoy a variety of amenities, including picturesque parks and a thriving downtown filled with unique shops and restaurants. One of the city's most iconic landmarks is the Flatiron Building, a beautifully preserved architectural gem that stands as a testament to Lacombe's heritage. This historic building adds character to the city and serves as a proud symbol of Lacombe's commitment to preserving its past while embracing the future.

The City maintains many services and amenities including a hospital and care centre, Museum, Public Library, a regional airport, primary and secondary schools, a private University and access to post-secondary education, secondary medical and pharmaceutical services, fire protection, a municipal police force, seniors and supportive living care and housing, community and faith based organizations, retail and commercial services, and a multitude of recreation facilities, green spaces, playgrounds and parks, sports fields, ice hockey arenas, and a curling club.

The city's economy is greatly supported by the agriculture and oil and gas industries, and related supplier and service companies to these industries.

The City of Lacombe is legislated under the Alberta Municipal Government Act and is governed by a seven (7) elected officials, Mayor and six (6) Councillors.

Vision: *Growing through collaborative and empowering partnerships, the City of Lacombe is a desirable community to visit and a vibrant and healthy community to live.*

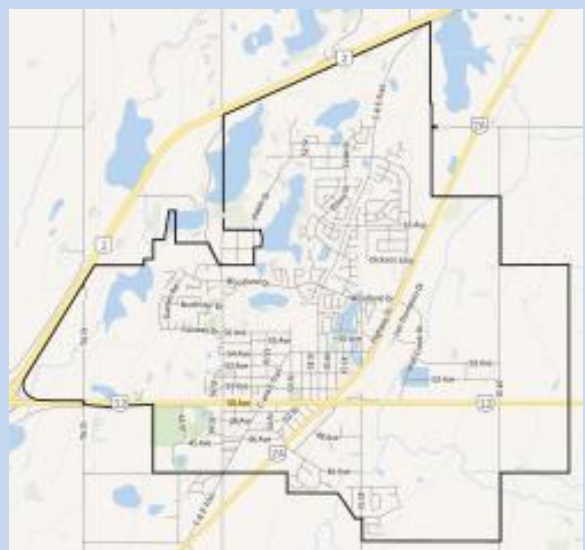
Mission: *Lacombe innovates, challenging ourselves and others to support a vibrant, verdant, inter-generational city of choice.*

Core values:

1. Respect
2. Integrity
3. Collaboration
4. Fiscal Responsibility
5. Innovation

Relevant Documents:

- [City Financial & Capital Information](#)
- [2024-2026 Strategic Plan](#)



About the Opportunity

Reporting to the Chief Administrative Officer and participating as a member of the Corporate Leadership Team, the Director of Operation Services will provide leadership, coordination and delivery of services for assigned portfolios.

The Operations Division is directly involved in improving the quality of life of all residents and is primarily aligned with the Strategic Priorities of Building the Community, Efficiently Delivering Core Services, Managing Community Resources, and Delivering Sustainable Service Levels. General operations of the Division include Utilities, Road and Fleet and Parks.

Direct Reports:

- Manager Roads & Fleet Services
- Parks Supervisor
- Manager of Utilities

Roles and Responsibilities

Strategic Oversight

- Actively participate in Corporate Leadership Team meetings and activities and responsible to ensure delivery of divisional outcomes as dictated through the City's Strategic Plan.
- Ensure all divisional policies, procedures and standards align with the City's overarching goals and strategic objectives.
- Identify potential risks related to divisional polices and implement measures to mitigate those risks.
- Oversee compliance with internal governance documents and external legislation/regulations, ensuring all divisional activities adhere to legal and ethical standards.
- Develop required changes to support continuous improvement to services throughout the organization.
- Ensure adequate service levels in the provision of Division programs are provided to the city.
- Actively drive the implementation of the City's vision, mission and values.
- Develop long range plans for assigned portfolios based on community needs and trends and the City's Strategic Plan and objectives.
- Responsible for monitoring comparator communities for divisional leading practices and adapting / updating for City content as appropriate.

Organizational Management

- Provide sound leadership, direction and collaborative practices between departments.
- Responsible to ensure solutions are compatible across divisions, where appropriate.
- Responsible for oversight of the hiring, evaluation and performance management of all staff within the assigned portfolio for the Division within approved personnel policies and legislation.
- Provide appropriate and varied programs which facilitate the transfer of knowledge, experience and expertise among employees to contribute to organizational goals, sustainability and the delivery of quality services.
- Continuously provide employees with opportunities for learning, professional and personal development and feedback on their contributions.
- Foster a positive work culture and monitor the corporate culture evolution regularly.
- Create and maintain an environment oriented to trust, open communication, creative thinking, and cohesive team effort; including but not limited to, providing, and communicating a vision, motivating, inspiring, coaching/mentoring and training and the development of the departmental team, facilitating innovation, problem-solving and collaboration, and maintaining healthy group dynamics.

Policy & Legal

- Contribute to the preparation of the Council agenda and reports.
- Attending all Council and Committee meetings as a representative of Operation Services.
- Oversee the management and maintenance of the City's governance documents pertaining specific to the Operations division. Working with the applicable internal resource, ensure regular review where required amendments to existing bylaws and policies are undertaken. Prepare new bylaws and policies at the direction of the CAO for Council's consideration.
- Effectively navigate organizational change in response to legislative updates, industry developments, or Council directives, ensuring compliance and adaptation.
- Act as point of contact with the City's solicitor and other legal counsel regarding legislative and contractual issues. Oversee the preparation of Division's agreements including, contracts, leases, sales agreements, development agreements, and grant funding agreements.
- Responsible for ensuring systems are in place to meet Divisional obligations.
- Represents the City at relevant hearings, as appropriate.

Budget Management

- Responsible to model the highest level of ethical and transparent behaviour in all actions, particularly in the management and use of public dollars, ensuring accountability and integrity in financial practices and behaviour.
- Prepare and administer, within approved limits, the annual division operating, and capital budgets while maximizing use of ratepayer dollars.
- Lead and/or participate in long range planning for infrastructure/facility replacement and associated costs.
- Oversee appropriate assignment and use of resources (fiscal, human and physical).
- Responsible and accountable for budget implementation and monitoring for all programs/services within Division.
- Coordinate research and oversee the completion and submission of external grant/funding opportunities for the City within the areas of responsibility.
- Address variances in budgets and project costs in accordance with City policy/procedures and legislative framework.

Operational

- In the absence of the CAO, act as Chief Administrative Officer in accordance with the Chief Administrative Officer Bylaw and the Municipal Government Act.
- Act as signing officer for the City.
- Develop and monitor departmental work plans consistent with Council strategic planning.
- Ensure assigned portfolios have the resources necessary to complete the work.
- Ensure prompt, accurate information flow to Council.
- Keep the CAO informed on a timely basis, matters related to the Director's assigned portfolios.

Cross Divisional Project Leadership & Change Management

- Support the implementation of continuous improvement initiatives within the organization to enhance operational efficiency and service delivery.
- Support the development of service level improvements and efficiencies, ensuring alignment with strategic goals and operational needs.
- Collaborate with the Chief Administrative Officer in formulating and executing strategic tactics that support the achievement of Council's Strategic Plan.
- Assist in the monitoring and reporting of the organization's progress towards achieving the milestones set in Council's Strategic Plan.

Portfolio Management

- Ensure the city's parks, open spaces, trails, sidewalks, roads, lanes, utilities and cemetery, as well as related infrastructure, are installed, inspected, maintained, and repaired in alignment with the city's overall goals and community needs.
- Develop, recommend, and implement, as appropriate, the long-term strategic plans for the roads and fleet, utilities, and parks operations departments, aligning with the city's overall goals and community needs.
- Review and provide input on various plans and initiatives, representing the opinions of roads and fleet, utilities, and parks operations departments.
- Implement and promote sustainability practices within utility services, road maintenance fleet and parks operations, focusing on environmental stewardship and resource conservation.
- Ensure regulatory compliance of the city's utility services, including the solid waste, recycling, water, wastewater and stormwater systems.
- Support the Strategy and Capital Delivery Division in its operations of the North Red Deer River Water Services Commission and North Red Deer Regional Wastewater Services Commission.
- Direct the planning, scheduling and execution of road maintenance and repair activities, street sweeping, and snow removal to ensure safe and efficient transportation infrastructure.
- Manage the acquisition, maintenance and disposal of the City's vehicle and equipment fleet, optimizing lifecycle costs and operational efficiency.
- Oversee the selection, negotiation, and management of contracts with consultants, contractors and vendors ensuring compliance with municipal standards and project requirements.
- Support the Strategy and Capital Delivery Division in its planning, oversight, and management of capital improvement projects related to utilities and roads.
- Plan, oversee and manage capital improvement projects related to parks and cemetery, ensuring projects are completed on time, within budget and to the required standards.

Emergency Management and Health & Safety

- In conjunction with the CAO and the Director of Emergency Management, ensure department staff receive regular training through formal classes and exercises involving the City's emergency plan.
- In the absence of the Director of Emergency Management, act as the Deputy Director of Emergency Management as scheduled, and ensure the City's emergency plans correspond with the regional plan as assigned by the Director of Emergency Management.
- Participate in the City's Emergency Management program, by ensuring overarching and role specific training is completed for Deputy Director of Emergency Management role as well as role(s) assigned in the City's Emergency Management plan.
- Maintain awareness of, comply with, and adhere to Alberta's Occupational Health & Safety Legislation, City's Health & Safety Policies & Procedures, by following rights and responsibilities as outlined in the Health and Safety Manual, ensure compliance with all safe work procedures and the OH&S program requirements; monitor and enforce subordinate compliance with the OH&S program.
- Hold regular meetings discussing operations and health & safety with staff through informal conversations and formal communication to direct and allocate resources effectively and efficiently.

Other

- Facilitate open, ongoing consultation and communication with the ratepayers/public and coordinate citizen response inquiries for the Division.
- Be an avid, competent spokesperson for City matters/initiatives.
- Participate as required in the City's Asset Management Program.
- Participate in City Committees appropriate to the role.
- Other related duties as assigned.

Qualifications

- Bachelor's degree or Diploma in a related field such as Public Administration, Parks and Recreation Management, Civil Engineering or Business Administration.
- 5 years of progressive responsible leadership experience, ideally concentrated in at least one of the key areas of responsibility.
- An equivalent combination of education and experience may be considered on a one-for-one basis except where statutory or unique requirements of the position dictate specific qualifications.
- Experience working with or knowledge of the Alberta Municipal Government Act (MGA) is beneficial.
- Experience working with a Municipal Council or Governance Board is beneficial.
- Strong functional computer literacy including Microsoft Office suite.
- Experience with financial, payroll or asset management systems would be an asset.
- Proven highly competent interpersonal skills.
- Excellent writing and communication skills.

Certifications and Designations

- APEGA: P.Eng. or ASET: CET is considered an asset.
- APWA: Certified Public Works Professional Supervision or Management Credential is considered an asset.
- AWWOA: Water and Wastewater Operator Certification is considered an asset.
- Local Government certification, or Level 1 or Level II of the National Advanced Certificate in Local Authority Administration program is considered an asset.
- A provincial emergency management certification (DEM) is an asset.

Knowledge, Skills and Abilities

- Proven leadership and supervisory skills.
- Intermediate knowledge of budget principles, including development, execution and monitoring.
- Highly skilled in managing complex networks of relationships, including cross-functional teams and external stakeholders.
- Proficient time management and project management skills.
- Proven organizational skills and the ability to multi-task and prioritize.
- Strong conflict resolution skills.
- Skill in managing significant budgets.
- Skill in public facilitation, community engagement and presenting to a variety of audiences.
- Ability to develop operating and capital budgets to meet the department needs.
- Ability to manage effectively a diverse group of stakeholders towards common goals.
- Ability to prioritize, organize and delegate projects, tasks and responsibilities.
- Ability to represent the City and department in a professional, competent manner.

Compensation

The compensation range is from \$5,565.00 – \$6,956.25 biweekly commensurate with skills and experience based. The work week is based on a 37.5-hours from Monday to Friday. Occasional evenings and weekends work, along with some travel can be expected. The City offers a comprehensive benefit program, pension programs (LAPP and APEX), and 3 weeks of vacation and additional management supplement.

Compliance

The successful applicant will need to demonstrate a clear Drivers Abstract and undergo a Police Information Check and Financial Clearance.

Confidentiality

In compliance and consistent with the Personal Information Protection and Electronic Documents Act ("PIPEDA"), HumanEdge shall respect the privacy and confidentiality of all personal information provided directly or indirectly verbally, electronically or in print throughout the process of candidate engagement in our search assignments. However, the City of Lacombe is a local public government body regulated and compliant under Freedom of Information and Protection of Privacy (FOIP) legislation.

How to apply?

Please submit a Cover Letter and Resumes in confidence by September 1, 2024, to:

Ken Glover, BSc., RPR
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www.humanedgeglobal.com