

MANAGER, SOCIAL PLANNING, AFFORDABLE HOUSING, COMMUNICATIONS AND CUSTOMER EXPERIENCE

Position ID: J0125-0021

Job Title: MANAGER, SOCIAL PLANNING, AFFORDABLE HOUSING, COMMUNICATIONS AND CUSTOMER EXPERIENCE

Job Type: Full Time

Department: Community Safety and Social Services

Number Of Positions: 1

Min Salary: \$145,698.00/Year

Max Salary: \$182,122.00/Year

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

The Manager of Social Planning, Affordable Housing, Communications and Customer Experience will play a pivotal role in overseeing the strategic direction, operational decisions, and team leadership within these essential service areas. Reporting directly to the Director of Community Safety and Social Services, this position will spearhead initiatives aimed at enhancing the quality of life for all Airdrie residents. The manager will lead and guide our Social Planning, Affordable Housing, Communications, and Customer Experience teams, ensuring alignment with organizational goals and objectives.

The Social Planning department works to strengthen the social well-being of all residents of Airdrie, fostering positive social relationships that are fundamental to a high quality of life. The Affordable Housing department is responsible for developing and implementing initiatives to enhance housing

affordability and accessibility within the City of Airdrie. The Communications, Engagement, and Marketing department creates an engaged and informed public, staff, and Council by providing strategic communications support to all City of Airdrie departments, thereby strengthening the City's reputation. The Customer Experience department ensures efficient and effective resolution of customer inquiries, providing strategic oversight, guidance, and direction to uphold the City of Airdrie's brand and public engagement.

Other Responsibilities include:

- Provide strategic oversight, direction and guidance for each department including reasonable growth to staffing, operating and capital budgets. Ensure stewardship over financial resources allocated to the area of responsibility by preparing budgets, quarterly variance reports and present to executive leadership
- Support Team Leaders in the development of their annual business plans, goals and objectives ensuring alignment between organizational priorities and policies and departmental services. Work with departments to ensure annual goals are met
- Plan, research and strategize the best practices and methods for service delivery to the community. Research tools, policy and procedure development and recommend best practices, including opportunities to expand programs and automate processes. Lead the creation of new policies, procedures or systems that are needed
- Ensure levels of service, performance metrics, operational costs and specific deliverables are documented and appropriately managed, including regular progress reporting
- Work collaboratively and productively with elected officials, advisory boards, community groups, internal departments, developers and regulatory boards and agencies. Respond to requests generated by executive leadership, Council and the community of Airdrie
- Ensure operations are compliant with Federal, Provincial and Municipal regulations and legislation
- Be actively involved in matters pertaining to social planning, affordable housing, communications and customer experience in a complex working environment, including preparation of reports and presentations to internal and external boards and stakeholders
- Support the Director of Community Safety & Social Services including advice and feedback on solutions for executive leadership to consider for recurring issues or patterns
- Coordinate a multi-disciplinary approach to community safety and social services issues
- Lead, mentor, and empower a diverse team of professionals, promoting professional growth and development opportunities

You Bring:

- Undergraduate degree in Communications, Business, Social Sciences, Social Work or related field
- Six Sigma or Lean Training considered an asset
- Municipal excellence leadership program or equivalent municipal certification considered an asset
- Emergency Management/Response Training considered an asset
- 5-8 years of progressive leadership responsibilities and experience in communications/customer

experience/social planning/affordable housing fields required

- 5-8 years leading a team of professionals in a corporate environment
- Previous municipal government experience is considered an asset
- Demonstrated experience with providing high level updates to senior staff, political leaders and special interest groups
- Prior experience with budget oversight and managing multiple budgets, including an understanding of the impact to the city
- Experience with the creation or evolution of a Customer Experience Program and system, including analysis and reporting of progress preferred
- Comprehensive knowledge and understanding of the social & housing sector
- Knowledge of current housing and social policies within other levels of government
- Experience and skilled with writing reports, briefing notes, public speaking, and presenting to executive leadership, Council, and Council Committees
- Demonstrated experience in strategy development and implementation
- Strong values-driven approach to the customer experience and relationship building
- Demonstrated skills in diplomacy, tact and partnering with others
- Proven leadership with the ability to motivate others
- Demonstrated ability to handle a variety of complex projects/tasks with competing priorities in a result-based environment
- Excellent problem-solving skills with a focus on reaching effective solutions
- Ability to work through stressful situations in a calm and professional manner
- Ability to positively influence internal and external stakeholders to achieve results and manage change
- Experienced leader with the ability to demonstrate collaboration and empathy skills and to positively influence outcomes
- Excellent observation and listening skills
- Ability to use information provided to solve challenging problems and provide clear decisions or direction
- Proven ability to clearly set direction and manage performance
- Exceptional verbal communication and presentation skills, including the ability to gain the attention and involvement of difficult audiences
- Resources and forecasting future needs
- Ability to think strategically and see the big picture while guiding a team to carry out the details needed to achieve the end goal
- Well-developed interpersonal skills with the ability to form collaborative relationships
- Ability to nuance messages to achieve the result desired while balancing potentially competing desires of stakeholders
- Political sensitivity, conflict resolution and negotiation skills
- Ability to remain innovative and positive in times of imposed constraints and challenges
- A continuous learner who accepts coaching and questions in a collaborative manner, learns from mistakes and seeks help when needed
- Ability to remain calm during challenges and guide team to solve concerns and adapt for future needs
- Ability to provide clear accountability for team members and coach to results

- Strong computer skills, easily able to navigate Microsoft Office suite, budget, and other software programs (SharePoint experience would be an asset)

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical, and benefits plan
- Pension plan
- Career development and tuition reimbursement
- Employee discounts, gym membership, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This is a full time role (37.5 hours per week) which includes a comprehensive benefits and pension package.

*Please provide a cover letter along with your resume as a means of introducing yourself and your interest in this role.

Next Steps:

Candidates are invited to apply online at www.airdrie.ca

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.