

Town of Caledon

make a difference



Job Title: Manager, Community Engagement Services (Permanent Full-Time)
Closing Date: March 27, 2025, 12PM

Town of Caledon is a dynamic municipality that successfully balances urban, rural, and agricultural communities. Our energetic staff are guided by our core values that create an environment for continuous improvement and customer service excellence.

In addition to offering exciting career opportunities, the Town also provides a competitive and comprehensive total rewards package. Come see how you can ***make a difference***.

The Opportunity

Reporting to the Commissioner, Community Services, the Manager, Community Engagement Services is a dynamic and experienced leader responsible for leading the Community Engagement Services hub comprising of Community Events, Age-Friendly, and Community Support teams. As the Manager, Community Engagement Services, you will perform the following duties, including but not limited to:

- Provide visionary leadership to the Community Engagement Services team while executing strategies and plans including Age-Friendly Caledon, Caledon Events Framework, and support the deliverables of the Recreation and Culture Strategy.
- Establish long-term strategy for Community Engagement Services to ensure they meet the evolving needs of the community, with a focus on innovation, inclusivity, and alignment with the Town's strategic objectives.
- Lead organization, logistics and delivery for all departmental, corporate and community events, including the Caledon Events Advisory Team process.
- Plan implementation activities while ensuring cost efficiency and customer service.
- Assist the Commissioner in carrying out feasibility and business studies to meet future growth demands of the Town.
- Hold regular community forums, workshops, and meetings to represent the Town, gather feedback, and engage with stakeholders.
- Develop business plans and strategic plans for applicable programs and/or facilities.
- Produce corporate reports for the Commissioner, Senior Leadership Team, and Council.
- Secure additional funding and resources by oversight of grants, partnerships, and sponsorships.
- Ensures a positive relationship between staff and residents; deals with escalated issues.



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www.caledon.ca

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- Implement policies and procedures that guide the Community Engagement Services division's operations, while adopting industry best practices as needed
- Conduct regular community assessments to identify preferences and inform strategic planning.
- Foster strong relationships with community organizations, sports user groups, schools, businesses, and other stakeholders to increase partnership opportunities for the Community Engagement Services team.
- Negotiate and facilitate lease/ joint user agreements with partners, school boards and other external agencies as applicable.
- Strategically allocate resources, such as budget, staff, and equipment to optimize the effectiveness of service delivery.
- Advocate for the importance of community development. Execute marketing plans to maximize revenue, usage, and customer service satisfaction; collect and analyze data related to customer feedback and effectiveness of marketing and sales initiatives.
- Implement plans to ensure safety of customers as well as ownership of risk management and emergency response.
- Lead non-union staff responsible for cultural development projects, community support, volunteer management, grants, and sponsorships.
- Establish metrics and evaluation processes to measure success and impact community engagement services and use these data-driven insights for continuous improvement efforts.
- Stay abreast of industry trends, best practices, and emerging technologies in community development.
- Produce corporate reports for the Commissioner, Senior Leadership Team and Council as needed.
- Ensure a positive relationship between staff and residents, deal with escalated issues.
- Perform additional duties and undertake special projects as assigned.

The Ideal Candidate

We are seeking a passionate professional with a post-secondary degree in Community Development, Recreation and Leisure Studies, Business Administration, or closely related field. Our ideal candidate has minimum 7 years related experience in a recreation setting, minimum of 4 years at the supervisory level. Certification in Public Administration, HIGH FIVE, ORFA courses, Lifesaving Society, Behaviour Management Systems, Event Management, Change Management, Project Management, Community Development, Quality Assurance all an asset.

The ideal candidate will have thorough knowledge of community service delivery, business planning, budget management and municipal administration. We are seeking an individual with superior organization skills, a demonstrated ability to make decisions involving broadly defined work, affecting major functions, and excellent verbal and written communication skills.

The successful candidate for Manager, Community Engagement Services will be required to work a flexible schedule, including in the office, remotely and after hours (as required).

This position offers a salary range of \$135,329.15 to \$169,161.44 plus a competitive benefit package.

Satisfactory passing of a criminal record check, and proof of qualifications will be required of any successful candidate(s) for this position.

The Town is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The Town is an equal opportunity employer that is committed to an inclusive and barrier-free workplace. If your application requires accommodation, please contact People Services at (905) 584-2272 Ext. 4738.



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Applications for this posting will be accepted until March 27, 2025, 12:00PM EST.

How To Apply

To learn more about employment with the Town of Caledon and to apply for this exciting and challenging opportunity, visit: www.caledon.ca/careers

If needed and upon request, this document can be made available in an alternative format.



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