



GENERAL MANAGER, COMMUNITY & PROTECTIVE SERVICES

The Job

The Town of Edson is seeking a strategic and experienced leader to serve as General Manager of Community and Protective Services to join our Senior Leadership Team. This position is responsible for the oversight of several key municipal functions, including Fire Services, Protective and Enforcement Services, Recreation, Community Development, and Emergency Management. The role also leads the planning and execution of major initiatives such as the YCE Multiplex project, ensuring alignment with community needs, municipal standards, and long-term strategic goals.

The Candidate

As a member of the Senior Leadership Team, the General Manager plays a central role in shaping the Town's organizational direction and culture. This includes advising the Chief Administrative Officer and Council, supporting cross-departmental collaboration, and ensuring that services are delivered effectively, transparently, and in alignment with Council's Strategic priorities. The position also represents the Town in regional partnerships, intergovernmental relations, and public engagement efforts.

This is a high-impact role suited to a results-oriented leader who can manage complex operations, build strong teams, and maintain high service standards across multiple departments. The successful candidate will bring a collaborative approach, sound judgment, and a commitment to fostering a positive workplace culture.

To learn more about the role and expectations, please consult the attached job description.

About the Town of Edson and our team

Edson's growth over the years is built on the rich natural resources in the region, creating a steady and viable economy now and into the future. Enjoy the vast and beautiful trail system throughout the community, take in some local history at the Galloway Station Museum, explore the great recreation and culture programs offered through our Community Development team, and embrace a lifestyle that lets you reconnect with the things that matter most.

We are looking for the right fit to join our team! At the Town of Edson, every team member takes pride in serving our community. Our success is driven by our core values: Communication, Creativity, Kindness, Respect, and Teamwork. At the Town of Edson, we prioritize culture and finding the right fit. Creating an environment where people feel supported, valued, and part of something meaningful. We believe that when the environment is right, accountability and high performance naturally follow. If you want to be part of a team where it's safe to speak up, take risks, and grow together, we'd love to hear how you see yourself as the right fit for the Town of Edson.



What do we offer?

Compensation

The wage range for this position is \$142,400- \$175,200 per year, however, this is negotiable for the right candidate. Candidate placement within the range during the first six months on the job is dependent on experience and available budget.

Benefits

This position also offers a robust benefits package, which includes:

- A generous vacation package
- A \$400/year Active Living Allowance
- Sunlife benefits through Alberta Municipalities, and
- An excellent defined-benefit pension plan through LAPP

How do you apply?

Please submit your resume and cover letter to the email provided below, quoting competition #EDSOM-202511 by August 22, 2025.

In your cover letter, tell us about how you build relationships, take initiative, prioritize accountability and grow through feedback. Lastly, we'd like to know why this position interests you and what draws you to the Town of Edson.

Applications will be reviewed and interviews scheduled as suitable applicants are identified.

Send your cover letter and resume to:

Email: humanresources@edson.ca

Be sure to quote Competition Number: EDSOM-202511



Position Description
General Manager, Community & Protective Services

General

As a member of the Town's Senior Leadership Team, the General Manager of Community & Protective Services provides visionary, strategic leadership for the organization and the department. The General Manager is responsible for providing strategic leadership for several essential and important public services to the community; including Fire Services, Protective Services, Enforcement Services, Recreation Services, and Community Development Services; as well as overseeing the Town's Emergency Management Program.

All Managers are responsible for modeling, upholding, enforcing, and contributing to a workplace culture of communication, creativity, kindness, respect, and teamwork.

Primary Responsibilities and Authority

- Oversee and execute all necessary actions related to the YCE Multiplex project, including planning, coordination, stakeholder communication, and ensuring timely progress in alignment with project goals and municipal standards.
- Provide advice to the CAO and Elected Officials in the establishment of strategic objectives, policies, and programs for the delivery of municipal services
- Analyze, review options, assess risks, provide advice, and make recommendations for the successful delivery of fire, protective, enforcement, and community-related services
- Liaise with external government agencies regarding relevant regulations, policies, and funding.
- Work in collaboration with other departments as required, ensuring needs are met and policies adhered to and developing a coordinated approach to cooperative functions
- Attend and present at Council, Committee, or external agency meetings as required. Ensure reports and recommendations are well-researched, accurate, and comprehensive
- Understand and comply with all relevant legal, regulatory, and policy parameters affecting the department at all levels of government
- Perform additional related duties as assigned by the CAO
- Manage personal professional development budget within established parameters
- Ensure compliance with all Town procedures and policies and legislated regulatory requirements pertinent to Community and Protective Services
- Develop and implement a long-range departmental planning framework by means of 3-year operational plans, 5-year capital plans, and Council-approved master plans
- Research and align operations with best practices and emerging trends
- Respect organizational and staff confidentiality
- Serve as Acting CAO as assigned

Protective Services

- Be responsible and accountable for the following disciplines within Protective Services:
 - Fire Services
 - Enforcement Services
 - Municipal Emergency Management
 - Regional 911
 - RCMP



- Ensure a high level of service is provided in all areas of the Protective Services Department
- Prepare and/or provide aid in the development of tender documents for the Department's operational and capital projects, including specifications, proposal requests, contract awards, and contact provisions
- Work in collaboration with Mutual Aid Partners
- Responsible for review and maintenance of the Municipal Emergency Plan and be a member of the Emergency Operations Centre team

Community Services

- Oversee all Community Services functions, establishing effective systems, policies, procedures, controls, and checks and balances; ensure a balanced portfolio of service offerings
- Maintain high service standards across all operational divisions; regularly monitor and update programs to ensure utilization, user satisfaction, and strategic alignment. Respond appropriately to user complaints
- Communicate consistently and effectively with the public, community groups, and volunteers in the development, delivery, and use of services, ensuring transparency and fairness while enabling the objectives of same
- Communicate/engage with the public, community groups, and volunteers in the development, delivery, and use of services; facilitate and enable the efforts of community organizations and volunteer groups
- Establish and maintain contracts with community groups, businesses, and consultants
- Provide input for land development applications and permits affecting parks and other public spaces

Leadership Responsibilities

Human Resources

- Manage employees in their day-to-day responsibilities
 - Create a team environment that inspires hard work, dedication, collaboration, and excellence.
 - Provide regular honest and constructive feedback
 - Train, mentor, and support staff to ensure their success and professional growth, while delegating sufficient authority to enable independent and creative completion of assignments
 - Familiarize oneself with HR policies and procedures and enforce the same
 - Manage attendance and approve vacations and leaves
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- In collaboration with Human Resources, manage the hiring, terms of employment, evaluation, discipline, and termination of employees
 - Carry out all Human resources-mandated processes in a timely and consistent manner
 - Manage challenging personal and interpersonal dynamics sensitively and respectfully; respond appropriately to reports of disrespectful conduct
 - Responsibly protect any confidential or sensitive information that falls under the position's purview

Health & Safety

- Model and help construct a positive culture in which Health & Safety are highly prioritized
- Ensure that all health and safety programs and policies are faithfully executed
- Ensure compliance with all health and safety policies and procedures
- Ensure all incidents, accidents, and near-misses are reported in a timely fashion



- Help employees to identify and eliminate or mitigate hazards on a day-to-day basis
- Familiarize oneself with Health & Safety policies and procedures and enforce the same
- Conduct regular safety meetings
- Participate in audits as required
- Where necessary, monitor modified work programs in consultation with Health & Safety

Budgetary Authority & Responsibilities

- Prepare annual departmental operating and capital budgets
- Responsibly manage an annual budget
- Ensure that all procurement is completed in accordance with the approved budget, the Purchasing Policy, and other legal or policy requirements
- Ensure fiscal responsibility and efficient revenue generation; pursue alternative funding sources (e.g. grants) wherever possible
- Familiarize oneself with policies and procedures relating to spending and enforce the same
- Authorize purchases and accounts within assigned limits

Community Responsibilities

- Ensure positive and professional engagement with public stakeholders where necessary
- Work with Communications to ensure organizational consistency in communicating to the public
- Attend and present at Council, Committee, or external agency meetings as required. Ensure reports and recommendations are well-researched, accurate, and comprehensive
- Provide honest and respectful feedback to the Town Council and other stakeholders as required

Qualifications

Core Competencies

- Strong leadership skills, including the ability to provide staff with vision and motivational direction in obtaining clearly defined goals
- Excellent communication and analytical skills are essential, as is the ability to contribute in a team environment
- Significant knowledge and experience in municipal operations, systems thinking, strategic planning, organizational processes and systems, government relations, policy analysis, facilitation, and project management
- Fully conversant in the use of Microsoft Office applications

Job Requirements

- An undergraduate degree in one of the related disciplines or in Public or Business Administration
- Post-secondary degree in the field of Fire and Safety, Public Safety Administration, Criminology, or related field
- Post-secondary degree or equivalent in Recreation, or a related field
- Local Government Certificate or equivalent is desirable
- A minimum of 15 years of experience, with at least 5 years at a senior leadership level managing a multi-faceted operation; preferably in a municipal government

Alternative combinations of education and experience which demonstrably provide the required knowledge and skills may be eligible in certain circumstances.