

Director of Community Services Employment Opportunity

Are you a strategic leader with a passion for community services, innovation, and public service? The **Town of Westlock** is looking for a dynamic **Director of Community Services** to join our Senior Leadership Team.

Located just under an hour northwest of Edmonton, Westlock is a thriving rural hub where ambition and collaboration thrive. With a solid foundation and a clear vision for the future, we invite you to help us build on the momentum and shape what comes next.

The Opportunity

The Town of Westlock is seeking an experienced and visionary Director of Community Services to lead the planning, delivery, and oversight of recreation, cultural, and community programs. Reporting directly to the Chief Administrative Officer, this senior leadership role balances big-picture strategy with the hands-on management needed to ensure the effective daily operation of key facilities including the Aquatic Centre and Rotary Spirit Centre.

Key Responsibilities

- Provide leadership, supervision, and direction to Community Services staff, including Municipal Enforcement, Building and Facilities, Westlock & District FCSS, the Rotary Spirit Centre, and the Westlock Aquatic Centre.
- Oversee facility operations, programming, promotion, and continuous improvement.
- Develop and maintain strong relationships with community groups, sports organizations, schools, and regional partners.
- Drive long-term planning for recreation and community services, including facility development and future growth.
- Seek and secure alternate funding sources such as grants, sponsorships, and donations.
- Support budget preparation, ensure fiscal accountability, and align spending with Council's approved priorities.
- Foster a positive workplace culture that emphasizes staff development, training, and safety.
- Act as a liaison with Council, committees, and the public, representing Community Services at meetings, events, and conferences.

Qualifications

- Post-secondary degree or diploma in Recreation Administration, Business Management, or equivalent.
- Minimum 5 years of municipal experience and 10 years of supervisory/management experience.
- Strong leadership, communication, and relationship-building skills.
- Completion of or willingness to obtain Incident Command System (ICS) Canada training at a minimum of ICS-100/200 level; higher-level ICS (ICS-300/400) considered an asset.

10003 106 Street, Westlock, Alberta, Canada T7P 2K3

Office: 780-349-4444 / Toll Free: 1-866-349-4445 / Fax: 780-349-4436

www.westlock.ca

- Demonstrated ability to support and participate in the municipality's Emergency Management Program, including coordination of community services during emergencies and activations.
- Proven ability to balance strategic vision with operational demands, managing multiple priorities with diplomacy and tact.
- A commitment to accountability, service excellence, and continuous improvement.

Why Westlock?

Westlock offers the best of both worlds—rural charm and community spirit with quick access to major urban amenities. This role offers the opportunity to make a lasting impact on the future of Westlock by shaping recreation and cultural services that strengthen community pride and quality of life. This position plays a key role in supporting community safety and resilience, including participation in the Town's Emergency Management and Incident Command activities. We're looking for a leader who can combine strategic vision with operational excellence—someone who inspires staff, engages stakeholders, and ensures Westlock remains a vibrant place to live, work, and play.

The Town of Westlock offers a competitive salary and excellent employee benefit program including Local Authorities Pension Plan (LAPP). Satisfactory background screening is required for this position including a criminal and vulnerable sector record check, and 5-year drivers abstract upon acceptance of the position.

Questions: Please call Simone Wiley, Chief Administrative Officer, 780-349-4444.

Apply today and be part of our dedicated team: Join the Town of Westlock and help us build a prosperous and sustainable future! If you're ready to take on a senior leadership role in a community that values integrity, innovation, and collaboration, we want to hear from you.

This competition will remain open until a suitable candidate is found. The Town of Westlock thanks all applicants for their interest; however, only those selected for an interview will be contacted.

Please submit your resume, cover letter, and, if available, a portfolio showcasing your relevant experience and qualifications, along with three references, in confidence to:

Town of Westlock
10003-106 Street
Westlock, Alberta T7P 2K3
Phone: 780-349-4444
Fax: 780-349-4436
Email: employment@westlock.ca





REPORT TO: CHIEF ADMINISTRATIVE OFFICER

INCUMBENT: DIRECTOR OF COMMUNITY SERVICES

Reporting directly to the Chief Administrative Officer, the Director of Community Services is to ensure the provision of recreation, community and cultural programs, activities, events and services as well as the efficient daily operation of the corresponding facilities. The Director of Community Services will also oversee the Family and Community Support Services (FCSS) Department, enforcement services and building maintenance. The Employee may be required on an ongoing basis to attend applicable training, workshops, seminars and courses at the discretion of the Employer to facilitate job knowledge and performance.

RESPONSIBILITIES

1. Maintain an effective working relationship with other key personnel, including, but not exclusive to, all Town of Westlock staff and departments, and related provincial and regional associations.
2. Provide supervision, hiring, training and direction for the Community Service Staff in accordance with the contract for Union Employees and the relevant policies for Non-union Employees.
3. Ensure accurate record keeping, report generation and cash control for each facility. Support the identification and application and reporting of applicable grants.
4. Access applicable alternate funding sources such as grants, donations and sponsorships.
5. Oversee preparation, administration, and monitoring of departmental operating and capital budgets.
6. Maintain active participation and represent the Town in regional, provincial, and national recreation associations, meetings, and conferences.
7. Where appropriate, oversee the development, review, execution and management of department contracts and agreements, ensuring review from appropriate departments and that all terms are met.

8. Ensure leadership aligns with the Town's Strategic Directions and Corporate Values.
9. Develop and foster opportunities and an organizational culture that encourages respect, cross-functional cooperation, accountability, critical thinking, and supports creativity, and innovation.
10. Actively participate in the review of the department's organizational design with a focus on short-term and long-term strategic goals and identifying critical organizational activities and current areas of strength and weakness.
11. Facilitate effective communications between community members and the Town in response to changing and growing needs.
12. Support the Town's Emergency Management Program by maintaining current Incident Command System (ICS) training and fulfilling assigned roles during emergency activations, exercises, and recovery efforts.

JOB DUTIES

General

1. Facilitate team development and communication within the department.
2. Act as liaison between staff, the CAO, and Council.
3. Attend Council meetings, committees, workshops, conferences, and administrative meetings.
4. Receive and resolve public concerns with tact and diplomacy.
5. Ensure compliance with Town policies, bylaws, the Municipal Government Act and relevant legislation.
6. Prepare and deliver month-end and year-end departmental reports to the CAO.

Department Specific

1. Guide the planning and delivery of community programs, exhibits, and events.
2. Directly supervise enforcement services through the Community Peace Officer.

3. Directly supervise building operations and maintenance through the Building Maintenance Coordinator.
4. Provide oversight of Family and Community Support Services (FCSS), including direct supervision of the Executive Director.
5. Ensure the effective operation and promotion of facilities, including the Aquatic Centre and Rotary Spirit Centre.
6. Maintain accurate departmental records and ensure effective grant applications, sponsorships, and donations are pursued.
7. Support the design, development, and improvement of community service facilities in collaboration with other departments.

REQUIRED EDUCATION AND TRAINING

1. The minimum level of education required to perform these duties are:
 - Completion of Grade 12 Diploma; and
 - Post Secondary Degree or Diploma in a related field i.e. Recreation Administration, Business Management, Recreation & Leisure Management, or equivalent
 - Incident Command System (ICS) Canada training at minimum ICS-100/200 (or willingness to obtain within 6 months of hire); ICS-300/400 considered an asset.
 - Knowledge of emergency management principles and experience coordinating municipal or regional response activities is preferred.
2. The minimum experience required to perform these duties are:
 - Five (5) years of applicable experience in a municipal environment,
 - Ten (10) years supervisory/management experience within a similar environment
 - Effective written and oral communication skills,
 - Ability to deal with the public in matters of sensitivity in a courteous, diplomatic and tactful manner.

GUIDANCE RECEIVED

1. Directives, manuals, regulations, ordinances or other written guidelines used regularly by this position are:
 - Municipal Government Act of Alberta,
 - Town policy and procedure manual,
 - Reference manual and material,
 - Written or oral directives received from the CAO,
 - Government regulations and legislation.

CONTACTS

The Director of Community Services will frequently have contact with the following:

- Mayor, and Council members
- General Public, Community groups, Sports Organizations
- Local and regional schools
- Town of Westlock staff

ENVIRONMENT

This position functions with a significant level of independent decision-making authority. This position requires the incumbent to operate with a high degree of independence on applications or work tasks which may be complex and sensitive in nature.

Political, human relations and economic pressures provide challenges that impact this position.

Features of work which create unusual demands, or which create physical and/or mental stress are:

- Issues faced in this position will be diverse, complex, politically sensitive, and often of a time sensitive manner within an extremely busy environment
- The position requires the incumbent to effectively balance competing and conflicting interests, project deadlines, and work tasks in a fast-paced environment
- Requires discretion and confidentiality in handling sensitive financial and personnel matters
- Work outside traditional business hours to meet deadlines and attend meetings

- Travel is required for business, professional development and stakeholder engagement
- Safety commitment: Adhere to all aspects of the Town's Occupational Health and Safety Policy and program, practicing safety in daily duties

SIGNATURES

I have read and understand this job description. The Chief Administrative Officer has informed me that this is a general description of the duties, responsibilities, and qualifications for the position of Director of Community Services. This description will form the basis for my classification level and the basis for my performance evaluation.

Employee Signature: _____

Supervisor Signature: _____ **Date:** _____