



## Associate Director, Community Services – Strategic Initiatives, Programming and Events (Up to 18 Month Contract)

Department <b>Recreation, Culture &amp; Wellness</b>	Vacancy <b>Existing</b>	Employee Group <b>Non-Union</b>	Position Type <b>Temporary Full Time</b>
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### Join Us at the Town of Pelham!

The Town of Pelham is a vibrant and welcoming community dedicated to creating opportunities for current and future generations. We are proud to be part of the Niagara Region, known for its natural beauty, strong sense of community, and commitment to sustainability and growth.

Pelham is part of the Dish with One Spoon wampum, a treaty that guides a commitment to principles reflecting respect for our shared environment and responsibility to one another:

- Taking only what we need
- Leaving some for others
- Keeping our community clean and thriving

Pelham is home to approximately 19,000 residents and continues to grow while maintaining its small-town charm and high quality of life. The Town's 2023-2027 Strategic Plan prioritizes responsible growth and development, environmental stewardship, and building a resilient, future-ready organization. The mission is to create an active and sustainable community while promoting an exceptional quality of life, valuing its people, their experiences and the environment. Join the team and help make a meaningful difference in Pelham!

### The Opportunity

Reporting to the Chief Administrative Officer, the Associate Director of Strategic Initiatives, Programming and Events provides strategic leadership and operational oversight for the Town's programming, festivals and events, customer service operations, and long-range recreation planning initiatives. The portfolio balances community-focused programming spanning arts and culture, special events, community development, sports, camps, aquatics, and fitness for all ages. This includes assessing community needs, guiding and implementing master planning, and ensuring effective service delivery. In partnership with external agencies, this position will also be responsible for facilitating shared service initiatives and enhancing community partnerships.

### About You

#### What You Will Do

- Through community engagement and partnerships, oversee a program and service delivery model that is aligned with the Town's priorities and recreation and cultural master plans, meets community needs and is financially sustainable.

- Provide strategic and operational oversight in the planning, delivery and evaluation of the Town's programming, festivals, community events, and cultural initiatives.
- Develop business cases, policies, strategic reports, and recommendations for senior leadership and Council.
- Lead program and event development strategies focused on participation growth, revenue generation, and community engagement.
- Monitor emerging trends, legislation, demographics, and best practices in recreation, culture, events, and customer service.
- Develop and manage the department's budget, identifying opportunities for operational efficiencies, alternative revenue sources, and service enhancements.
- Monitor revenues, expenditures, contracts, grants, sponsorships, and procurement activities.
- Ensure compliance with relevant Town policies, by-laws, risk management standards and regulatory requirements.
- Lead customer experience strategies focused on service excellence, process improvement, accessibility, and continuous improvement. Monitor service standards, customer feedback, and performance metrics to enhance resident satisfaction.
- Participate and regularly act as a spokesperson on assigned departmental initiatives and respond to issues and queries raised by the CAO and Town Council when required. Prepare and present reports to Council and provide information and assistance to other departments as required.
- Build and maintain strong relationships with residents, community organizations, user groups, businesses, agencies, and government partners.
- Use a wide variety of statistical and trend data to guide, plan and prepare recommendations to ensure programming changes to meet changing community needs.
- Develop and build capacity of staff through appropriate delegation of responsibilities and accountabilities and by providing development opportunities through regular feedback and technical direction.
- Through the performance management program, evaluate the performance of staff. In partnership with People Services, determine and administer disciplinary action as required.
- Lead cross-departmental project teams and strategic initiatives.
- Attend Senior Leadership Team, Council and committee meetings when required.
- Other related duties as assigned by the Chief Administrative Officer

## What We Are Looking For

Before reviewing the qualifications listed below, we want you to know that we understand you may not meet all the qualifications described. We do still encourage you to apply as you may have other relevant expertise and experience to bring to the role

- University degree in Recreation and Leisure, Business or Public Administration, Arts and Culture or related field. A Masters' Degree is strongly preferred.
- 7 years of progressively responsible experience in a municipal leadership role.
- Demonstrated experience in municipal recreation and culture programming and operations, working with elected officials and community stakeholders, and municipal financial planning and budgeting
- Exceptional written, oral, interpersonal and presentation skills
- Experience in strategic planning, community engagement and project management.
- Excellent organizational, time management, leadership, and problem-solving skills

## What's In It For You

- A competitive salary ranging between **\$143,685 to \$168,091** with a 40-hour work week (primarily 8:30am to 4:30pm Monday to Friday). Work outside of normal working hours will be required.

- The option to participate in the OMERS pension plan
- Professional development training opportunities
- Work-life balance with our hybrid work environment
- A supportive and collaborative work environment
- A commitment to creating a diverse, equitable and inclusive culture that promotes a sense of belonging and represents and reflects the needs of the community we serve.

## Summary

- Pay Rate: \$143,685 - \$168,091
- Vacancy: Existing
- Department: Recreation, Culture & Wellness
- Position Type: Temporary Full-Time
- Employee Group: Non-Union
- Work Location: On-site
- Hours of Work: 40
- Number of Openings: 1
- Posted Date: Friday, May 29, 2026
- Application Deadline: Thursday, June 11, 2026, by 4:30pm

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Applications are available online at <https://www.pelham.ca/careers> and must be submitted **by 4:30pm on Thursday, June 11, 2026.**

The Town of Pelham is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. In accordance with the *Accessibility for Ontarians with Disabilities Act*, if you require this document or any additional documents in an alternative format, please contact Town Hall at 905-892-2607, ext. 315. Should you require any special accommodations to apply for a position or interview for a position with the Town of Pelham, we will endeavor to make such accommodations.

The Town of Pelham does not use artificial intelligence to screen, assess or select applications in the recruitment process.

We thank each applicant for taking the time and effort to submit their resume, however, only candidates to be interviewed will be contacted.

In accordance with the *Municipal Freedom of Information & Protection of Privacy Act*, all information is collected under the authority of the *Municipal Act, 2001*, and will only be used during the selection process for the subject posting.