

Manager, Community Services



Position Synopsis and Purpose (A position overview and how it connects to the big picture)

Reporting to the Director of Community and Protective Services, the Manager of Community Services plays a key leadership role in shaping vibrant, inclusive, and sustainable community spaces and programs. This position is responsible for the strategic planning, coordination, and overall administration of the Parks, Recreation, and Facility units. With a strong focus on community engagement, service excellence, and asset management, the Manager provides direction and support to a diverse team while fostering collaborative relationships with internal departments, external agencies, and the public. The Manager is instrumental in aligning recreation and facility services with the municipality's goals to support healthy, active, and connected communities.



Major Responsibilities (What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
Leadership <ul style="list-style-type: none"> • Provide leadership, supervision, and strategic direction to the Parks, Recreation, Cemeteries, and Facilities Units. • Manage Community Services initiatives and projects. • Lead the implementation of strategic priorities arising from the Parks and Recreation Master Plan, aligning departmental initiatives with long-term community needs, service goals, and Council direction. • Foster strong partnerships with community groups, service providers, stakeholders, and other levels of government. • Develop, mentor, and support staff through effective performance management, coaching, and succession planning. • Promote a culture of collaboration, accountability, innovation, and continuous improvement within the department. • Lead the development and implementation of departmental work plans, operational strategies, and service delivery models aligned with corporate objectives. • Monitor and evaluate team performance to ensure services are delivered efficiently, effectively, and in alignment with policies and community needs. 	30%

Description	Approx. Time Spent (%)
<p>Service Delivery</p> <ul style="list-style-type: none"> • Develop and implement short and long-term operational plans that align with Council's strategic priorities and respond to evolving community needs. • Ensure compliance with all relevant legislation, regulations, municipal bylaws, standards, and safety protocols. • Prepare clear, well-researched reports, recommendations, and presentations for Council, Committees, and Senior Management. • Lead asset management planning and implementation for parks, trails, community centres, arenas, cemeteries, and municipal buildings. • Oversee the maintenance, lifecycle planning, and capital renewal of municipal facilities, open spaces, and recreational infrastructure. • Respond to public inquiries, service requests, and community concerns with professionalism, empathy, and a commitment to service excellence. • Lead the development, review, and implementation of updated policies and procedures for community programming and facility use, including but not limited to ice rental, room and hall bookings, and other municipal recreational services, ensuring alignment with current best practices, equity, and community needs. • Develop, implement, and monitor operational policies, procedures, and preventative maintenance programs for cemeteries. • Monitor service levels, evaluate program and facility usage, and recommend improvements to enhance efficiency and community benefit. • Coordinate seasonal and emergency response operations, including weather-related events and facility disruptions, to ensure safe and timely service delivery. 	60%
<p>Financial Management</p> <ul style="list-style-type: none"> • Develop, manage, and monitor annual operating and capital budgets for Community Services, ensuring alignment with municipal priorities and fiscal responsibility. • Lead long-range financial planning for assets and infrastructure, including parks, recreation facilities, and municipal buildings. • Ensure the effective allocation and utilization of resources to support service delivery goals and community outcomes. • Oversee procurement activities in accordance with municipal and public sector purchasing policies, procedures, and legislation. • Demonstrate a strong commitment to accountability, transparency, and stewardship of public funds. 	

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Prepare financial reports, forecasts, and business cases to support funding requests, grant applications, and Council decision-making. • Identify and pursue external funding opportunities, including grants, partnerships, and sponsorships, to enhance program and capital funding. • Monitor and analyze financial performance, identifying variances and recommending corrective actions where necessary. 	
Other <ul style="list-style-type: none"> • Other duties as required • Participate in emergency preparedness and response planning as required. 	10%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Decision Making and Independence

- List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.**
 - Prioritizing facility repairs and or upgrades based on departmental or user requests. Judgement is needed to maintain legislated compliance, budget requirements and asset management best practices.
 - Dealing with complaints or requests from user groups or the public in regards to facilities, sports fields and other municipal amenities. Judgement is required as these may be of a legal or political nature and usually set precedence for future requests or operational procedures and policies.
 - Equipment purchases and expenditures for departmental operations. Decisions on replacement, repairs or purchases for current and future years. Judgement is used to determine the most effective and fiscally responsible repair and replacement process. Evaluations of equipment down time, effectiveness and life cycle costing are all part of the judgement process for equipment purchases and repairs.
- List up to 3 examples of situations or problems that are referred to the supervisor for direction or resolution.**
 - Major staffing disciplinary decisions and actions may be referred to the Director.

- Final budget decisions are made in conjunction with the Director.
- Decisions of a political nature such as dealing with an external community group requests may be made in conjunction with the Director.



Required Training

*Attend training, workshops and seminars where appropriate and as required in the many different sectors required of the position.



Minimum Qualifications

Education (degree/diploma/certifications)

- Post-secondary degree or diploma in Recreation and Leisure Studies, Public Administration, Facility Management, or a related field.

Experience

- A minimum of 5–7 years of progressive leadership experience in municipal community services, including parks, recreation, or facility management.

Knowledge/Skill/Ability

- Demonstrated leadership, interpersonal, and team-building skills with the ability to motivate and inspire staff in a unionized environment.
- Strong political acuity and emotional intelligence, with the ability to navigate sensitive issues and build trust with diverse stakeholders.
- Leadership experience in parks, recreation, community centre, or cemetery operations, with a focus on large-scale facility or arena management.
- Demonstrated ability to manage multiple projects and resources simultaneously, with minimal supervision and a strong focus on collaboration and results.
- Extensive knowledge of facility operations and multi-trade environments, with the ability to guide staff and contractors in compliance with all applicable codes and legislation.
- Strong written communication skills, with the ability to prepare clear, concise, and well-reasoned reports, briefing notes, and presentations for Council, Committees, and senior leadership.
- Strong financial management skills, including experience preparing and analyzing operating and capital budgets, and working with community partners on funding and service initiatives.
- Comprehensive understanding of relevant legislation and regulatory requirements, including the Occupational Health and Safety Act, AODA, Ontario Fire Code, Liquor Licence Act, Occupiers' Liability Act, Collective Agreements, Labour Relations Act, Human Rights Code, and municipal policies and procedures.

- Familiarity with asset management planning, lifecycle costing, and capital project delivery in a public sector context.
- Knowledge of public sector procurement processes and best practices, with a demonstrated commitment to accountability and transparency.
- Proficient in the use of corporate software systems, including Microsoft Office, work order and asset management systems, and financial planning tools.
- Able to work flexible hours, including evenings, weekends, and statutory holidays, as operational needs require.
- Possession of a valid Ontario Class G driver's license and access to a reliable vehicle.



Preferred Qualifications (The Ideal Candidate)

Education (degree/diploma/certifications)

- Undergraduate degree or equivalent level of related education and experience
- Project Management Professional (PMP) designation is an asset
- Registered Recreation Facilities Supervisor (RRFS) is an asset
- Cemeterian Level 1 and 2 designation is an asset

Experience

- 5-7 years related supervisory/leadership experience in and parks and recreational service delivery, preferably on large recreation facility operations, including project management.
- Experience applying Integrated Project Delivery (IPD) project management model preferred.
- 5-7 years related experience in cemetery operations.

Knowledge/Skill/Ability

- Professional certifications such as Registered Recreation Facilities Supervisor (RRFS), Certified Ice Technician (CIT), or Cemeterian Level 1 and 2.
- Strong working knowledge of relevant legislation and standards, including the Highway Traffic Act, Ontario Traffic Manuals, and Minimum Maintenance Standards.
- Familiarity with municipal budgeting, financial planning, and asset management systems; experience with software such as Cityworks is an asset.
- Building Environmental Systems (BES) certification or equivalent knowledge in facility systems, HVAC, and energy management.
- First Aid, CPR-C, and AED certification, along with knowledge of crowd management and event safety practices.
- Demonstrated experience managing recreation program delivery, rentals, permits, and community use of public facilities.
- Strong communication, problem-solving, and conflict resolution skills, with the ability to mediate complex, multi-stakeholder situations.

- Commitment to continuous improvement, customer service excellence, and sustainability in facility operations.

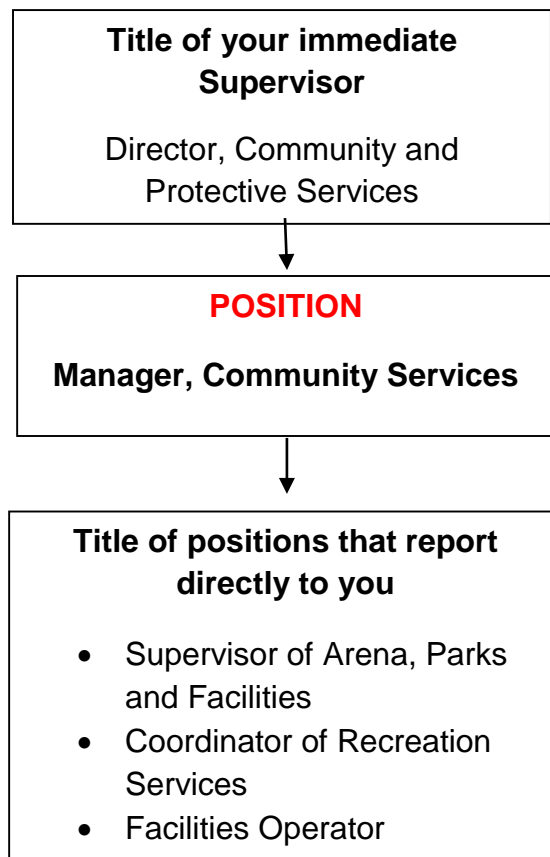


Position Classification

Position Title: Manager, Community Services	Division: Community Services
Department: Community and Protective Services	Classification:
Work Location: West Lincoln Community Centre	Reports to (Direct): Director, Community & Protective Services
Position(s) Supervised Directly: Supervisor, Arena, Parks, and Facilities Coordinator of Recreation Services	Position(s) Supervised Indirectly: Recreation Staff, Parks and Facilities Staff
Effective Date:	Revision Date:
Salary Range: \$104,178.29 - \$127,768.28	Hours per Week: 35

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



Created: May 2020
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