



Job Description: Director of Corporate Services

DEPARTMENT: Administration
REPORTS TO: Chief Administrative Officer
LAST REVIEWED: October 2020
APPROVED BY:

Chief Administrative Officer

DIRECT / INDIRECT REPORTS

Direct: Administrative Assistants (5)
ICBC/MVB Agents (5)
Communications Coordinator (1)

Indirect: None

JOB SUMMARY

Reporting to the Chief Administrative Officer, the Director of Corporate Services is appointed by Council and as an Officer of the Municipality pursuant Section 148 of the Community Charter is assigned the responsibility of the Corporate Officer; also responsible for managing department staff and assigned functions such as records management, communications, information technology, ICBC/MVB and acts as Election Officer and Freedom of Information Coordinator.

KEY RESPONSIBILITIES

- Subject to statutory Council appointment, acts as the Corporate Officer in accordance with the Community Charter Act, including ensuring accurate recording of the Council and Committee proceedings and maintaining safe custody and authorized access of minutes, bylaws, and other records of business.
- As directed by the CAO, participates as a member of the management team in development of strategic and corporate goals and objectives; provides support to the CAO in the development of the budget for the department and for other designated functions for consideration by Council.
- Manages department staff, such responsibilities to include: planning, assigning and reviewing the work performed, administering the collective agreement, staffing and conflict resolution. Manages performance of staff in accordance with the Town's performance management program.

- Administers the corporate record management function ensuring effective and efficient security and access of town records.
- Manages corporate communication within guidelines established by the CAO.
- Manages the Information Technology function to ensure the most secure and efficient delivery of information and technical resources to staff.
- Manages ICBC/MVB functions including the supervision of staff, monitors revenue and expenditures, makes recommendations for efficiencies to Council.
- Performs the role of Chief Election Office for elections and referenda.
- Acts as the Town's designated Freedom of Information and Protection of Privacy (FOIPPA) Coordinator.

TYPICAL ACTIVITIES

- Administers oaths and takes affirmations, affidavits and declarations required to be taken under any act relating to municipalities; certifies copies of bylaws and other documents as required or requested; accepts on behalf of council, notices and documents that are required or provided to council or the municipality; keeps the corporate seal and affixes to documents as required.
- Publishes schedules of meetings, ensures timely provision of comprehensive agenda packages for Council and Committees; timely distribution of minutes and tracks council directives and required actions.
- Negotiates, drafts and monitor leases, licenses and other legal instruments for the Town.
- Manages department staff by scheduling and assigning work priorities to ensure deadlines are met; determining orientation and training needs, evaluating performance and addressing performance deficiencies; providing coaching and support to staff in their various roles; assigning overtime and authorizing leave requests as appropriate in accordance with operational requirements and collective agreement. Within budgeted limits, ensures the appropriate staffing levels for service delivery in the department. Hires department staff with input from Director of Finance; CAO makes final hiring decision. Disciplines staff with support, input and final decision from the CAO.
- Manages corporate communications within guidelines established by the CAO, such as the preparation of notices, communiques, media communication and website development and maintenance; maintains Town's Facebook account and posts topical Town videos on YouTube.
- Prepares Annual Report with input from other departments.
- Works with IT Consultant to develop long range plans and implement technology improvements; manages IT budget.

- Provides regular ICBC/MVB reports to Council highlighting activity trends and financial status.
- Conducts municipal elections and/or bi-elections when required; administers elector approval processes such as referendums and alternate approval processes.
- Responds to requests under the Freedom of Information and Protection of Privacy Act ensuring compliance and consistency by acting as the FOI Coordinator. Determines releasability of records in compliance with FOI requirements and prepares records for release e.g. by redacting third party information. Releases records to requesting party or provides appropriate response in accordance with the Act.
- Researches, prepares and submits reports to the CAO and Council as required including recommendations for new and/or revisions of existing policies and bylaws.
- Ensures that enquiries and complaints regarding department policies and activities are handled promptly and effectively and with the upmost client service in mind.
- Maintains current knowledge of the Workers Compensation Act and OHS Regulations applicable to the work being supervised; to comply with and promote safe work practices and procedures in order to create a safe and healthy work environment.
- Participates on the senior management team and internal committees such as Health & Safety, Labour Management, Collective Bargaining, or others as assigned by the CAO.
- Performs other duties as assigned by the CAO.

REQUIRED QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required.

FORMAL EDUCATION AND TRAINING

- Grade 12 or equivalent
- Completion of post-secondary education in public administration or Intermediate Certificate in Municipal Administration or a related discipline

EXPERIENCE

- Five (5) years' experience at a professional level in public administration or local government.
- Experience in the direct supervision of staff including planning/assigning work and coaching and performance monitoring and feedback.
- Experience in working with local government and legislative systems.

OTHER KNOWLEDGE/SKILLS/ABILITIES

- Sound knowledge of the Community Charter, Local Government Act and other related statutes/laws such as Elections Act and Freedom of Information and Protection of Privacy Act.
- Excellent verbal, written communication, coaching/influencing and presentation skills.
- Advanced proficiency in Microsoft Office programs and working knowledge of networked systems and information security.
- Proven ability to lead, manage and develop people and build collaborative relationships.
- Ability to exercise tact, diplomacy and sound judgement; maintain discretion in preparing and disclosing sensitive and/or confidential information.
- Ability to prioritize and organize a heavy workload and produce work to established deadlines.
- Ability to establish and maintain an excellent and effective working relationship with colleagues, staff, bargaining agents, council and its committees, external agencies/government offices and members of the public.

ADDITIONAL INFORMATION

- Flexible hours required for attending Council meetings and public hearings on a regular basis.
- Satisfactory results from current background and criminal records checks.
- Commitment to continuous learning by maintaining professional and technical knowledge through attendance of professional workshops, reviewing professional publications and establishing personal networks.