



WANTED: STRATEGIC LEADER, CULTURAL CHAMPION

...in the role of GENERAL MANAGER, COMMUNITY & PROTECTIVE SERVICES

 ***Please note, we don't plan to start interviewing for this position until the **Spring or Summer of 2021**. This competition will remain open until then. We will contact suitable applicants when we're ready to start conducting interviews.***

Certain blood types are incompatible with others. Before performing a transfusion, doctors must ensure that both donor and patient are a match. If not, the results could be disastrous.

What's our point? Workplace culture functions much in the same way. If your professional values and disposition don't match our cultural imperatives and *we hire you anyway*, we would be setting both you and our organization up for disappointment. Your skills, abilities, education and experience – as important as those things are – won't make you successful here if our work cultures don't match.

What's OUR culture type?

Our culture is driven by our **UNRELENTING, UNAPOLOGETIC, UNMITIGATED** commitment to the ratepayers of Edson. We want to make a difference with the provision of *excellent* service and *first-rate* public stewardship. This passion has not led us to be your run-of-the-mill public bureaucracy. On the contrary, it has given us an entrepreneurial spirit and an environment that increasingly fosters:

- ✓ Open dialogue,
- ✓ Evidence-based decision-making,
- ✓ Team thinking,
- ✓ A marathon mentality, AND
- ✓ A healthy risk-tolerance

Have we 'arrived' at our cultural destination yet? Nope, but we're getting there, and we're on the same page. This is what we want; and this is *why* we need a **cultural champion**.

What's YOUR culture type?

If you are to be successful with the Town of Edson, you must be comfortable with discomfort, with asking and answering challenging questions, with rethinking processes, procedures, and even your own point of view, each and every week. You must have a healthy distrust for easy answers and a keen eye for team wins.

If this doesn't describe you, no problem! Just don't apply! There are no "right or wrong" work cultures, only matches and mismatches. There is no shame in not having a matching blood type with a potential donor and none in not being a cultural fit for the Town of Edson. We wish you all the best.

If this *does* describe you – and if you have that requisite combination of education and experience that we seek – we'd like to hear from you. We'd like to hear what you bring to the table and how you can help us achieve our objective of providing the residents of Edson the level of service excellence that they deserve.

KEEP READING 



Now without further ado...

The Job

Salary Range: \$130,000-150,000/annum

We seek a competent, effective and unique leader to guide our team of highly qualified professionals in facing the considerable challenges that lay ahead.

In addition to the cultural advocacy that we require (did we mention that yet?) our ideal candidate has significant experience in a complex setting and commensurate knowledge in community, social and protective services in a municipal context. S/he doesn't need to be a subject matter expert in any one these areas, but will have enough comprehension to effectively manage those who do.

S/he may come from a variety of different backgrounds and hold a related Bachelor's degree, 15+ years' experience in the field and at least 5 years' experience at the senior management level. This person will be able to articulate and execute high-level, strategic imperatives, effectively helping staff translate high-level strategic objectives into operational imperatives.

We're not asking for much, just a highly skilled, self-motivated, broadly experienced, evenly-tempered, intellectually astute, technically gifted, detail-oriented big-picture thinker and take-charge collaborator with excellent people skills, unparalleled leadership qualities and a strong political acumen.

Is this you?

Send us a resume and a cover letter that clearly answers the following questions (in **one page** or less – because you're gifted like that):

- Why public service?
- Why this job?
- How would you establish credibility in your first sixty days on the job?

If we consider your application, you'll need to be prepared for a rigorous process that includes at least two interviews, a tour of our facilities, a thorough background check and a challenging homework assignment.

For now, send your cover letter and resume to:

Email: humanresources@edson.ca

Visit our website at: www.edson.ca/jobs

Be sure to quote Competition Number: EDSOM-202101



JOB DESCRIPTION

Job Title:	GM, Community & Protective Services	Department:	Community & Protective Services
Reports To:	Chief Administrative Officer	Area:	n/a
Union Status:	<input type="checkbox"/> Union <input checked="" type="checkbox"/> Non-Union	Grid Placement:	1A
Wage Type:	<input checked="" type="checkbox"/> Salary <input type="checkbox"/> Hourly		
Employee Type:	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Temporary <input type="checkbox"/> Part Time <input type="checkbox"/> Casual <input type="checkbox"/> Volunteer		

General Overview

As a member of the Town's Executive 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 oversee the Town's Emergency Management Program.

All Managers are responsible for modeling, upholding, enforcing and contributing to a workplace culture of honesty, integrity and respect, and one that is premised on the Organization's core purpose: providing meaningful, innovative and efficient services to Edson residents.

General Responsibilities

- 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 Department's operational and capital projects, including specifications, proposal requests, contract awards and contract 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 which 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
- 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
- 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 for 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 Town Council and other stakeholders as required

Qualifications

Education & Certifications

Essential

- An undergraduate degree in one of related disciplines or in Public or Business Administration

Preferred

- 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

Experience & Qualifications

Essential

- A minimum of 15 years' experience, with at least 5 years at a senior leadership level managing a multi-faceted operation; preferably in a municipal government



- 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

Preferred

- 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