

Job Description
Director of Municipal Services

1. Purpose and Objectives

The Director of Municipal Services (DMS) is responsible for ensuring high quality service delivery and the efficient and effective use of the department's financial, human, technological and equipment resources. The core purposes of the position are to:

- Provide leadership in the delivery of: Public Works, Building Department Services, Land-Use Planning, Solid Waste, Airport Operations, Emergency Dispatch, Trails, Recreation, Dog Control, Renewable Energy Services, Fire Services, Emergency Management Operations, Procurement and Tendering, and Asset Management.
- Contribute to the health and well being of the municipality.

2. Duties and Responsibilities

The following is an overview of the duties and responsibilities of the DMS. The listing is not intended to be all inclusive or to limit the Chief Administrative Officer's (CAO) right to assign other duties.

Departmental

Service Delivery

- Oversee the following departments and staff: Building Department; Public Works; Dispatchers; Airport; Dog Control Officer; Renewable Energy and Climate Change Coordinator; Trails Coordinator; Fire Services Coordinator
- Regularly evaluate to ensure programs and services are provided in an efficient and effective way including analyzing and recommending: alternate service delivery methods, legislative requirements and policy options
- Provide leadership and direction in the development of short and long terms plans dealing with service issues and implementation strategies
- Keep informed of new developments in the fields of Municipal Airport Management, Public Works, Wastewater, Solid Waste, Asset Management (i.e. new legislation, concepts, tools, methods and technologies)
- Develop, manage and maintain contracts for the provision of services from external providers including: solid waste, snow and ice removal, office equipment leases, and janitorial services
- Ensure integration between internal and external service delivery and providers to maximize efficient use of resources and avoid duplication
- Participate in the Digby Regional Emergency Management Operations
- Organize and attend all Planning Advisory Committee meetings and work with our municipal planner on municipal planning strategy and land-use by-law matters
- Municipality representative for the Industrial Commission

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- Attend Council and other committee meetings, such as Waste Check, as required by the CAO
- Responsible for leading miscellaneous files, initiatives, and projects as assigned by the CAO such as boundary review, provincial requirements, and research
- Responsible for maintaining Department of Environment and Climate Change permits as required

Resource Management

- Develop annual operating and capital budgets for submission to the CAO
- Manage operating and capital budgets and expenditures in accordance with MDD policies and procedures
- Responsible for procurement and tendering of goods and services
- Responsible for asset management planning and tracking
- Signing authority for capital and operational expenditures

People Management

- Guide and manage the department and contract staff
- Identify departmental training requirements and recommend to CAO
- Prepare annual performance plans and appraisals for all direct reports
- Provide staff with ongoing advice, guidance, direction, support, and coaching as required
- Approve and monitor vacation, sick time and over time
- Implement performance management programs if required

Occupational Health and Safety

- Ensure safe work practices in compliance with all applicable codes and legislation including Occupational Health and Safety, WHMIS and hazardous substance program
- Ensure that staff are appropriately trained on safety practices and OH&S procedures

Reporting

- Prepare monthly management compliance and performance reports for the CAO
- Prepare annual report of activities for the year, including observations, comments and recommendations on the various facilities, programs and staffing requirements

Corporate

The DMS encourages, promotes and models sharing of resources and integration of services.

Legislation, Policy Development and Implementation

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- Maintain up to date knowledge and understanding of all relevant legislation
- Maintain up to date knowledge and understanding of all MDD policies
- Ensure and monitor adherence to legislation and MDD policies
- Recommend changes to existing policies and/or develop and implement new policies as required

Strategic Management

- Participate as a member of the MDD Management Team, offering comments and advice
- As a member of the Management Team, participate in defining and successfully implementing the municipality's strategy and priorities
- Provide advice and expertise to Council and the CAO as requested

External Contacts

- Represent the municipality at meetings, conferences, etc. as requested by the CAO
- Engage with Citizens, Council, other departments and other levels of government in a professional manner, cultivating a positive image of the municipality's administration
- Build and maintain networks and relationships with key stakeholders and partners

3. Competencies

Customer Service – Acts in the interest of the client as appropriate, while maintaining alignment with organizational direction. May involve acknowledging a client's complaint and rectifying an organizational or systems related roadblock to good service delivery. It may also involve resolving customer-related problems through management.

Teamwork and Cooperation – Acts as a positive role model and is instrumental in ensuring positive interactions with other teams and departments. Removes barriers and solves problems related to work across teams and departments, such as sharing resources. Considers and incorporates broader cross-departmental goals into own and departmental plans and activities.

Managing People – Maximizes productivity through the delegation of work to others. Includes keeping everyone informed, focused, motivated and inspired to move in the right direction. Involves defining and communicating goals and objectives to others. Personally models desired behaviours and establishes norms for group behavior, taking appropriate action if acceptable behaviours are violated.

Communication – Facilitates open communication and information exchange. Uses understanding of audience and underlying issues to identify the most effective method of conveying information. Uses varied communication vehicles and opportunities to promote dialogue, shared understanding and consensus.

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Strategic Thinking – Understands and clearly defines the projected direction of the organization and how changes might impact the department or area.

Organizational Awareness – Understands the structure and culture of the Municipality. Understands and addresses the reasons for on-going organizational behavior or the underlying problems, opportunities or forces affecting the organization.

4. Accountability

The DMS reports directly to the CAO on all services, personnel, administrative and policy issues relating to the responsibilities of the position

5. Supervision Exercised

The DMS supervises the Building Department staff; Public Works staff; Dispatchers; Dog Control Officer; Renewable Energy and Climate Change Coordinator; Fire Services and REMO Coordinator; and Trails Coordinator

6. Education / Qualifications

- Post secondary education in local government, business administration, public administration, finance, or equivalent combination of certifications and experience

7. Experience

- The DMS should have at least 5 years of management experience

8. Hours of Work

- Four Day Work Week with hours of 8:00 a.m. to 5:00 p.m. in accordance with the Expanded Service Hours and Four-Day Work Week Policy
- Attendance at evening meetings as required

9. Salary and Benefits

As determined by policy