

JOB DESCRIPTION

Director, Corporate Services

Reports to: Town Manager

Department: Corporate Services



“Taking care of Banff: our Community, our People, our Park.”

JOB PROFILE:

Working closely with the Town Manager and Council you “Take Care of Banff” by setting the strategic direction related to management Town of Banff’s internal services. You ensure the Town operates within the Municipal Government Act (MGA) and oversee the service areas of Finance, Information Technology, Legislative Services (including FOIP, information governance) and Human Resources.

NOTE: This position is undergoing transition, and this description contemplates current, proposed, and temporary accountabilities and reporting structure.

You are a subject-matter expert in financial functions from strategic aspiration to factual reporting, particularly in municipal and public sector operations. Your work experience provides insight and confidence in the alignment of your existing expertise with leadership and delivery of information, legislative and employee services. You are a model of calm and reasoned consideration, aligning responses with the appropriate federal, provincial, or local regulation. You foster relationships among your teams, across the organization and with external partners, consultants, and all related affiliations.

KEY RESPONSIBILITIES:

Position Accountabilities:

The Director, Corporate Services is responsible for the following areas of focus, which are representative (not all-inclusive) of the position outcomes. Specific job functions include:

Financial Services:

- Monitoring of the Town’s compliance with statutory requirements of the MGA and other applicable federal and provincial legislation, as well as Town of Banff bylaws and policies.
- Leading the Town’s multi-year budgeting (operational and capital) process, financial reporting (including annual financial plan, audits, and audited statements) and financial services.
- Developing and maintaining corporate policy relating to assets, liabilities, revenues, and expenditures of the Town that demonstrate effective management and control of the Town’s financial affairs and which satisfy reporting requirements.
- Providing recommendations to Town Manager, Council, Boards and Commissions on matters relating to the investment of Town funds, including appropriate methods of securing required funds, cost analysis and recovery options, revenue generation, and issuance of debentures.

- Reviewing and monitoring insurable risks and hazards to which the Town is exposed by developing recommendations and policies that maintain insurance coverage as necessary.
- Developing and directing strategies and creating work plans consistent with the Council Priorities, operational and capital budgets, and the Service Review.
- Ensuring appropriate implementation and administration of employee payroll, benefit, and retirement plans, including review and analysis of benefit plans, trends, and cost containment.
- Recovering the costs of Town's employee housing even with below market rental rates.

Information Technology Services:

- Implementing systems to protect the security and operation of the Town's IT services, including equipment, network administration, cyber security, and electronic file systems.
- Appropriate research, analysis, inventory and maintenance of hardware and software systems to blench cost effective allocation of financial and equipment resources.
- Establishing IT systems that effectively integrate organization-wide department functions with appropriate technological, software and hardware solutions to securely and reliably deliver Town services.

Legislative Services and Information Governance:

- Ensuring compliance with the legislative processes under the Municipal Government Act.
- Administering the schedule, public input, agenda preparations, in-session procedures and minute-taking procedures associated with regular and specials meetings of council and its associated committees.
- Ensuring scheduled review, revisions and recording of bylaws, policies, and procedures.
- Acting on submissions under the Freedom of Information and Protection of Privacy Act (FOIP)
- Conducting civic elections according to legislation
- Managing systematic lifecycle of records and information from creation through disposition.

Human Resources:

- Fostering an organizational culture that achieves:
- Attraction in recruitment and selection
- Retention of talent
- A workplace and environment that is safe and welcoming
- Compliance with regulatory requirements.
- Developing and implementing employee compensation, benefits and programs that promote healthy blend of work and life priorities
- Providing performance management systems that ensure professional success and plans for growth and development opportunities for those wishing to grow with the Town.

Leadership:

Conducts all interactions with a focus on the Town of Banff employee mission and core Values of: Integrity, Teamwork, Efficiency, Accountability and Professionalism

- E-mail and voice-mail messages are professional, concise, and returned reasonably timely.

- Builds a work environment and fosters a culture of belonging founded on individual and mutual respect and values.
- Applies a structured project planning and management approach to the creation and implementation of new processes, programs and operating systems, including new software systems.
- Leads, coaches, and inspires direct reports to achieve personal and professional levels of performance and success identified in individual, departmental and annual reviews.
- Positions change and transition in a positive, constructive way and executes on actions to implement effectively.
- Builds and maintains professional relationships with resident and non-resident.
- Manages relationships and external partnerships with organizations such as: Parks Canada, Banff Lake Louise Tourism, BLLHA, Banff Housing Corporation, Bow Valley Regional Transit Service Commission, provincial and federal government counterparts, external auditors and agencies, legal counsel, etc.
- Attending governance & finance, council, board and committee meetings and presenting information, direction, reports, requests for decision and briefings as required.
- Building, leading, teaching and inspiring a team of professionals whose knowledge may exceed your own and who are motivated to deliver exceptional work.
- Leading department/employee adherence to the Town of Banff's Health and Safety Policy, ensuring Occupational Health & Safety and other employment and payroll legislative requirements are met.
- Assumes ICS role during Emergency Response Situations.
- Assists Town Manager on duties as required and not represented above, including taking on term coverage as "Acting Town Manager".
- Able to organize, not just own workload, but recognizes the scope and demand for service (daily, weekly, monthly, seasonally, etc.) provided year-round by department.
- Effectively manages staffing levels, vacancies, absences, etc. to ensure continuous level of service.

CHARACTERISTICS:

The following personal traits should be inherent in our Director, Corporate Services:

- *Multi-disciplined* – you can absorb and retain a range of information that allows you provide reason and support on topics related to the functions and services of the departments that report to you (without being a subject-matter expert).
- *Translation* – your expertise in the field of financial reporting can be expressed in words or pictures that are understood by the least mathematically or technically inclined.
- *Discipline* – your systems of project planning and organization allow you to pull the right resource, at the right time for the right response in order to execute on short- and long-range initiatives. Your personal integrity is reflected in your approach to your work and people interactions.
- *Time-bound* – your areas of oversight are reliant on deadlines, cycles and reporting targets, the demands of which you appear to effortlessly meet.
- *Change Agent* – you blend vision and potential with the reliability of numbers and regulatory requirements. Although, not an advocate of change for the sake of it, you foster and lead in

an environment that seeks to evolve and implement best practices and efficient service delivery.

EXPERIENCE & QUALIFICATIONS:

- Completion of post-secondary program or designation in:
 - Bachelor or Masters degrees in any of: Administration, Commerce or Economics and/or;
 - A professional designation as CPA, CGA or CMA and/or;
 - Assets include:
 - Certification in a Local Government Management
 - Membership in the Government Financial Officers Association (GFOA) or relevant professional association
 - Designation as a Project Management Professional
- At least ten years' experience in a financial public sector role and at least seven years in a senior or management position in municipal government, requiring:
 - Accountability for the financial compliance, operations and reporting;
 - Knowledge and application of provincial and federal government legislation relating to administration requirements of departments reporting to this position;
 - Specific expertise and confidence with interpretation and application of MGA
 - Interpretation of regulatory requirements, local bylaws and policies;
 - Knowledge of principles and practices of Government accounting, including: oil, gas and electrical utilities and agreements, sewer and solid waste utilities, procurement & disposal of assets, payroll administration, etc.
 - Knowledge of information technology systems, including: specific financial tracking, reporting and payroll software solutions, network administration, hardware/software requirements and supports, cyber security, risk mitigation, etc.
 - Knowledge of legislative procedures in bylaw and policy writing, administration of council meetings and procedures, FOIP requests, information governance, etc.
 - Knowledge of human resources functions from pre-hire to retention and associated legislative compliance.
 - Superior skills in writing and verbal and non-verbal communications;
 - Public presentation of reports, strategic planning or analysis and problem solving;
 - Application of local government or public sector practices and procedures; and
 - Overseeing diverse functions of reporting departments, managing performance and safe and psychologically supportive work experiences of reporting employees.
- A combination of education and demonstrated experience in management of inward-facing municipal services will be considered.
- Physical Abilities: manual dexterity for extensive keyboard and data entry, keen vision and corrective lenses as required, ability to maintain pace through course of day through combination of sedentary and active workstation set-ups, occasional adapting to external weather conditions.
- Cognitive Abilities: confidence in making decisions (with deadlines, high risk and frequency) high level of focus and concentration to ensure accuracy of data collection and entry, working with a range of emotional reactions, sustaining pace of work during peak periods

(“budget”, covering absences, etc.), positively leading and supporting change within the department and across the organization

- Ability to blend work and personal priorities to maintain stamina and focus, meet deadlines and maintain a physically and mentally healthy state.
- On hire, you will provide:
 - Confirmation of professional designations required for the position
 - Valid Alberta Health Services (or other comparable source) status of COVID-19 vaccination (at least two doses).
 - An RCMP criminal background check, including: vulnerable sector, education and criminal convictions