



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

MANAGING DIRECTOR OF COMMUNITY SERVICES PERMANENT FULL TIME (35 HOURS PER WEEK)

The Township of Centre Wellington is a thriving, fast-growing community of approximately 35,000 residents, uniquely blending the charm of rural living with the conveniences of nearby urban centres like Guelph and Kitchener-Waterloo. Surrounded by stunning natural landscapes and known for its vibrant arts and festival scene, historic character, and year-round recreational opportunities, our community offers an exceptional quality of life for residents and visitors alike.

As an organization, we foster an inclusive, collaborative, and forward-thinking workplace where employees are empowered to make a meaningful impact. The Community Services Department is at the heart of this mission—delivering innovative programs, maintaining beautiful parks and first-class recreational facilities, supporting community development, and driving tourism initiatives that showcase the very best of our region. This is supported by a Council approved Strategic Plan that prioritizes improving the activity, health and wellness of our community.

We are seeking an experienced and visionary leader to become our next **Managing Director of Community Services**. In this role, you will guide a dedicated team, shape strategic priorities, and champion initiatives that strengthen our community's cultural, recreational, and economic vitality. If you're ready to combine strategic leadership with hands-on community impact—and you're inspired by the idea of working where natural beauty, culture, and community spirit thrive—this is your opportunity to lead in a place you'll be proud to call home.

The Managing Director of Community Services is a pivotal member of the Senior Management Team, responsible for leading and directing the strategic and operational functions of the Community Services Department. This role encompasses oversight of multiple service divisions, including Parks, Recreation Facilities, Recreation Programs, Community Development, and Buildings and Properties. The Managing Director is responsible for ensuring effective administration and financial management while providing guidance in areas such as public safety, community engagement, and cultural and recreational development for the citizens of Centre Wellington.

This position involves strategic planning and budget management, ensuring compliance with relevant legislation while addressing the community's future service needs. By offering expert advice and sound recommendations to the Chief Administrative Officer (CAO) and Council, the Managing Director plays a critical role in shaping operational and business plans that enhance the quality of life for residents, thereby strengthening the overall service delivery across all departments within the Township.

Major Duties & Responsibilities:

Management and People Leadership

- Works with the CAO and the Senior Management Team to provide organizational leadership and direction with respect to the administration of the Township and to collectively implement the Council-approved Strategic Plan.
- Provides leadership in developing and monitoring progress on departmental objectives that are in line with strategic planning initiatives, identifying and resolving obstacles, and guiding, coaching, and mentoring direct and indirect reports in the department.
- Leads and supports a diverse team of full-time, part-time, and temporary staff across all Community Services divisions, ensuring effective management and coordination of varied skills and technical functions.
- Ensures an inclusive, successful, and collaborative organizational culture while supporting a learning environment and positive employee relationships.
- Directs employee performance reviews and appraisals and encourages employee training for current responsibilities and future succession planning initiatives.
- In conjunction with the Human Resources Department, resolves employee disputes and disciplinary matters as they arise.
- Ensures effective and efficient utilization of human resources within the department and collaboratively with other departments, under the leadership of the CAO and Human Resources Department.
- Attends Council meetings and applicable Committee meetings, as directed by the CAO. Prepares and/or approves staff reports and presentations for the department.
- Represent the Corporation and/or Department as an ambassador and at special events in the community with citizens, special interest groups, service clubs, Province, County, Professional associations, and other municipalities as required.

Communications

- Liaises with and responds to inquiries from Township departments and the public as required. Ensures that information is shared appropriately within the department, the corporation, and with the public.
- Ensure the Community Services Department follows all Township policies and procedures with respect to branding and social media.
- Ensures timely communication of Council and Senior Management decisions within the department and leads various departmental meetings. Oversees formal and informal communication mechanisms to meet with users of community services to encourage feedback on the quality of services and discuss issues and potential resolutions.
- Promotes and markets department programs, services, and facilities through various media with the community, in collaboration with the Strategic Initiatives and Communications Division.
- Establishes and maintains strong relationships with colleagues, elected officials, external agencies, other municipalities, and the community.
- Actively participates in relevant municipal organizations (i.e., ORFA, OPA, PRO, etc.), attending applicable conferences and workshops, allowing for networking, keeping up to date on legislation and best practices.
- Participates in various Township Learning and Development sessions, CAO Town Halls, and Management-related meetings, both as a presenter and as a participant.

Strategy, Policy, and Direction

- As part of the Township's Senior Management Team, assists in developing the Corporate Strategic Plan in association with Council.
- Develops an annual Business Plan for the Community Services Department, in collaboration with the CAO and Senior Management Team.

- Manages corporate goals and procedures consistent with Council's policies, ensuring that all services are delivered effectively.
- Implement various studies and strategies relating to the department (i.e., the Parks and Recreation Plan) as well as provide support to other departments in the implementation of different studies and strategies.
- Makes recommendations to the CAO and Human Resources Department on department staffing needs or structure changes needed to provide department efficiencies or improve customer service.
- Establishes and maintains accountability for departmental budgets (operating, capital, long-term forecast, replacement schedules) within the corporate framework. Sets annual priorities and allocation of resources.
- Promotes and ensures department compliance and participation in Corporate Asset Management Planning initiatives.
- Work with consultants, staff, and community partners to bring projects, initiatives, and studies from concept development phases through to completion.
- Acts as CAO in their absence when requested.
- Other duties as assigned by the CAO.

Operations

- Implements the department's initiatives outlined in the annual Business Plan.
- Directs the establishment, maintenance, and management of operating procedures and programs for all operational needs of the department.
- Directs department staff to ensure all department assets (equipment, buildings, parks, sports fields, trails, etc.) are in good repair, safe, and meet legislative and risk management requirements.
- Encourages all department staff to seek efficiencies, continuous improvements, and innovations in the operations and services.
- Ensures that approved policies and procedures are observed and adhered to by all staff within the Community Services Department.
- Implements Council directives and decisions with follow-up on implementation and corrective actions as required.
- Directs and oversees capital projects for the Community Services Department, following procurement (and other legislative) requirements.
- Directs and oversees corporate buildings and properties operating and capital needs, following procurement (and other legislative) requirements.
- Ensures that employees provide excellent customer service and all public complaints are addressed professionally.
- Collaborate with other Township departments on the provision of services corporately.
- Ensures a safe and healthy environment for employees and the public.
- Oversees risk management, liability control, and due diligence, ensuring standardized best practices align with the Township's service levels.

Minimum Qualifications and Requirements:

- University degree in Business, Public Administration, Recreation Management, or related discipline.
- Eight (8) to ten (10) years of progressively responsible senior-level experience in a municipal government setting or similar environment.
- Demonstrated understanding of municipal operations and legislation.
- Strong organizational leadership and management skills, including the ability to work effectively as a team member and to lead a team.
- Ability to think and act corporately and to be a strong voice for Community Services within the corporate environment and the community.
- Proven success in delivering results through developing and implementing effective strategies, policies, programs and systems.

- Excellent interpersonal skills and ability to communicate effectively with all levels of the organization, the community, and elected officials.
- Excellent organizational skills and ability to manage many projects and priorities at once.
- Excellent priority setting, analytical, problem solving and negotiating skills with strong emphasis on excellent customer service.
- Experience in planning and leading complex projects, policy and program development.
- Strong project and change management skills.
- Ability to plan in the short and long term effectively and take a strategic approach to identifying and managing complex or emerging issues.
- Strong verbal and written communication skills with proven ability to communicate and work collaboratively with staff, community groups, customers, and elected officials.
- Experience with the preparation, implementation, and monitoring of business plans with multi-million dollar operating and capital budgets.
- Experience with facility renovation or building projects, preferably in municipal facilities.
- A valid Class 'G' driver's license and access to a vehicle are required.

Annual Salary: \$170,707 - \$192,022 per annum [2025 Rate]

To Apply: Interested applicants are invited to submit their cover letter and resume combined in MS Word or PDF format by email to careers@centrewellington.ca by **September 2, 2025**, at 11:59 p.m. Please quote job posting 2025-46 in the subject line.

The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications.

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance. All qualified internal candidates will be interviewed before external candidates are interviewed. We thank all those who apply; however, only those candidates selected for an interview will be contacted.