

Director of Community Services

Reports to: Chief Administrative Officer

Department: Community Services

Classification: Exempt

Main Purpose & Function:

The Director of Community Services is responsible for the strategic direction, operational management of community-facing services, and continuous improvement of municipal services that support community well-being, safety, inclusion, and engagement. The portfolio includes recreation and culture, community safety and bylaw enforcement, homelessness and social development initiatives, and public communications and engagement.

As a member of the Senior Management Team, this position operates in a highly collaborative environment working with internal departments, community partners, Indigenous governments, other orders of government, and external agencies to deliver responsive, legally compliant, and fiscally sustainable services aligned with Council priorities. This role requires an active and engaged leader who can motivate and lead a diverse team as well as develop positive relationships with various stakeholders. The Director requires strong generalist skills, political acuity, and the ability to balance policy development with service delivery and issue resolution. The Director provides trusted advice to the CAO and Council and represents the municipality in regional, provincial, and community forums.

Major Accountabilities:

1. Develop and execute annual strategic and operational objectives for service areas in alignment with Council strategic priorities and in collaboration with internal departments and external partners.
2. Ensure the positive promotion, communication and marketing of Town functions, events, and initiatives consistent with policy.
3. Lead, coach, and develop staff within a diverse unionized, and exempt workforce
4. Manage user group relationships, agreements, and permits including oversight and management of the Special Events Permitting system.
5. Lead the development, approval, and implementation of departmental projects including completing procurement processes.
6. Oversee corporate communications, including website content, social media, public notices, media relations, and issues management.
7. Oversee municipal recreation and cultural services including establishing a fee structure, setting service levels, and evaluating programs, which may include arenas, fields and parks, community spaces, programming, grants, and community events.
8. Prepare and manage department budgets and business plans in alignment with Council's Strategic plan and department plans.
9. Lead long-range planning for recreation and cultural services with a focus on asset

sustainability, affordability, and community needs.

10. Research and submit approved grants for projects and services related to the department and maintain statistical and clerical records to track outputs and evaluate outcomes.
11. Oversee municipal bylaw enforcement, animal control, and community safety functions, including contracted services where applicable.
12. Work collaboratively with the RCMP, fire services, provincial ministries and agencies, and regional partners on crime prevention, nuisance issues, community well-being, and public safety initiatives.
13. Manage sensitive enforcement matters and public complaints, balancing consistency, discretion, and community relationships.
14. Coordinate the municipality's response to homelessness, vulnerable populations, and social issues, recognizing the limited but important municipal role.
15. Act as an Advisory staff representative to Committees and attend and participate in Council meetings, as required by the Chief Administrative Officer.
16. Prepare clear, concise reports, briefing notes, and recommendations for Council and committees, often across multiple service areas.
17. Perform other related duties as required and participate in the Emergency Operations Centre as and when required.

Qualifications:

- Post-secondary education (degree or diploma) in Recreation, Planning, or Business Administration or a related discipline.
- Minimum five years of progressive experience in a senior leadership capacity overseeing community services or related functional areas within a municipal setting.
- Valid B.C. Driver's License.

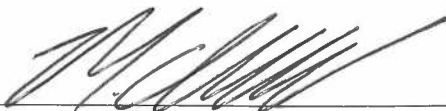
Other Requirements:

- Superior relationship building, problem, and customer service skills.
- Strong understanding of British Columbia local government legislation, including the *Local Government Act*, *Community Charter*, and related statutes/laws.
- Expertise in community services delivery, public engagement, and intergovernmental collaboration.
- Excellent political acuity, judgment, and ability to navigate sensitive and high-profile issues.
- Proven ability to lead change, manage risk, and deliver results in a complex environment.
- Superior written and verbal communication skills, including media relations and public presentations.
- Knowledge of the fundamentals of finance, project development, grants, marketing,

and regulatory processes.

- Thorough knowledge of the principles and practices required in the administration and operation of bylaw enforcement and recreation services.
- Demonstrated experience in financial management, including budget preparation and management and administration of computerized booking/registration systems.
- Advanced proficiency with Microsoft Office Suite (including word, excel, power point and Outlook).

Approved by:



Town of Smithers

Agreed to:

Employee Signoff

December 30, 2025
Date

Date