



THE CORPORATION OF THE CITY OF SARNIA

Job Title: Director of Corporate Services

Department: Corporate Services

Group: Non Union

Reports to: Chief Administrative Officer

Effective Date: January 2020

Division: n/a

Job Class: 13

Location: City Hall

Hours of Work: (check all applicable)

☒

Weekday hours

☐

Afternoon hours

☒

Occasional weekends

☒

On call after hours

☐

Weekend hours

☐

Evening hours

☒

Occasional evenings

☒

On call weekends

Conditions of Employment:

This position is required to work outside and beyond the normal hours of work. Incumbent will receive one (1) week of additional vacation yearly for such time worked.

Reporting to this position:

Directly: Corporate Manager, Human Resources, IT Infrastructure Manager, IT Client Services Manager, Customer Service Manager, Community Emergency Management Coordinator (CEMC), Communications Coordinator

Indirectly: Indirectly oversees approximately 22 full-time equivalent employees

Position Summary & Purpose:

Under the general direction of the Chief Administrative Officer (CAO), performs responsibilities and duties of the position and contributes to the senior management team, assisting with accomplishing the goals and directions of the organization. Work collaboratively with CAO and department heads to achieve Council goals and priorities and having an understanding of legislation and governance trends and the potential impact on service levels. Efforts are principally concentrated on implementing sound strategies and practices relating to the provision of human resources, customer service, information technology, emergency management and communication/public relations services throughout the City and to oversee the daily operation, activities and performance of the Corporate Services Department.

As a member of the senior management team of the City, the Director exercises leadership skills, contributing to an accountable, service oriented organization that makes a difference in our community. As a team member, the Director pays attention to shifts and trends in a complex environment and thinks strategically to serve residents, businesses and local government today while developing a sustainable organization for the future.

Operates with broad management authority receiving little technical guidance and subject to overall policy and financial controls for functions that are the responsibility of the Department. Builds and maintains relationships with civic boards and commissions, Provincial and Federal government agencies, stakeholders and the public for the effective operation of the department.

May delegate specific responsibilities to staff members, together with the necessary authority for their fulfillment, but may neither delegate nor relinquish overall responsibility for results.

Key Departmental Responsibilities:

The Director is expected to do the following:

1. Responsible for the effective management of diverse work units including - planning, organizing, leading and controlling the operations of the HR, Customer Service, Information Technology, Communications, Emergency Management, and government relations sections. Ensures effective co-ordination of these functions and ensures that effective and appropriate strategies relative to these functions form part of corporate decisions.
2. Responsible for the development of policies and long range strategies to guide the development of the municipality.
3. Manages and participates in the preparation of reports, studies and policies, including recommendations on sensitive HR matters.
4. Oversees and directs the development and implementation of Corporate information technology, communication/public relations and customer service plans, programs and solutions ensuring that they contribute to business goals and objectives.
5. Acts as advisor and resource to Council, researching and submitting reports as directed by the CAO and/or City Council.

6. Serves as a member of the senior management team in ensuring that the goals and strategic directions set by Council are accomplished and providing input on major Corporate initiatives.
7. Responsible for the preparation and presentation of the annual departmental budgets to Council. Implements the approved program and budget of expenditures for carrying out the activities for which he/she is responsible and maintains expenditures within limits prescribed. Monitors budget performance and reports variances to the CAO.
8. Represents the Corporation in a variety of forums including those with senior government.
9. Interacts with a network of professional contacts for the exchange of knowledge, solutions and best practice improvements in response to changing regulatory and business environments, as well as with customers and the public as necessary to support all projects, departmental programs and strategic objectives in a positive and participatory manner.
10. Performs such other duties necessary to maintain the continuity of the Corporate Services Department.

Qualifications:

- A degree in Business, Public Administration, Human Resources, Information Technology or related discipline and eight - ten years of related work experience in a municipal setting or an equivalent combination of education, training and experience.
- Must possess excellent strategic planning, performance management, problem solving, decision making and leadership skills.
- Senior management experience in a unionized environment.
- Proven ability to establish and maintain effective working relationships within and external to the organization and department; including communicating effectively, maintaining good working relationships with elected and appointed officials, members of the public and other levels of government.
- Knowledge and experience in working with community organizations, facilitating public consultation processes and effective program delivery.
- Excellent organizational and customer service knowledge skills and abilities.