



## **DIRECTOR, COMMUNITY SERVICES**

### **CITY OF AIRDRIE**

AccessHR is excited to partner with the **City of Airdrie** for the recruitment of a full-time, permanent, **Director, Community Services**. This opportunity is due to an upcoming retirement and offers transition time with the current Director.

#### **ABOUT AIRDRIE**

Airdrie is located just north of Calgary, Alberta with its southern boundary just a few kilometers from Calgary's northern boundary. It is one of the fastest growing cities in Canada and is projected to continue to grow rapidly due its proximity to Calgary and a large land annexation from nearby Rocky View County in 2012.

Airdrie is a vibrant and caring community rich in urban amenities and opportunities for everyone. With a population approaching 100,000 and an average age under 35 years old, Airdrie is the 5th largest city in Alberta and is predicted to move into the #3 position, after Calgary and Edmonton, within the next few years.

Airdrie is also ideally situated within an easy drive to the Rocky Mountains and the recreational and amenity choices of Calgary as a major urban centre. Residents here also enjoy excellent proximity to the Calgary International Airport.

#### **ABOUT THE CITY OF AIRDRIE**

Through the commitment and caring of our 800 employees, we are dedicated to our mission of Create, Serve, and Care. Our core values of Open Dialogue, Collaborative Relationships, Learning, Ownership, Innovation & Entrepreneurial Spirit, and Encourage the Heart, support the achievement of our Mission.

Our inclusive culture creates a workplace that welcomes aspiring, driven, and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are also passionate about improving the lives of our residents through care and respect. At the City of Airdrie, we learn, grow, and accomplish great things together.

#### **POSITION DESCRIPTION**

The Director, Community Services, reports directly to the City Manager, is a key member of the 5-person Executive Leadership Team (ELT), and is responsible for defining and driving the strategic vision and direction of the City's community services portfolio, including 1,000,000 square feet of recreation space. As part of the ELT, the Director contributes to shaping organizational culture and ensuring operational excellence.

The Director leads a 2-person management team, a Manager of Recreation Services and a Manager of Culture, Heritage, & Event Services, and is responsible for a broad portfolio including Recreation, Arts and Culture, Community Events, Community Facilities, and Capital Project Delivery.

This role requires a community-centered approach to service delivery, cultural enrichment, and facility development that responds to Airdrie's rapid growth. Indeed, Airdrie's population is predicted to increase from 90,000 to 110,000 by 2028, bringing tremendous challenges and opportunities for this portfolio.

The Director will collaborate closely with City Council, internal departments, and sports, recreation, and other community-based groups. Success in this role requires extensive municipal experience and financial acumen as well as the ability to lead teams, modernize systems, and deliver innovative, user-focused services through effective use of technology.

Clear differentiators for this role are that the successful candidate will join a dynamic, people-focused municipality experiencing significant growth, with a substantial number of new projects, both planned and underway, including the \$400 million Southwest Recreation Centre.

## KEY DELIVERABLES

- **Leadership and Development:** Foster a culture that supports team growth and organizational success through coaching, mentoring, and performance management.
- **Strategic Community Planning:** Lead the development and implementation of recreation and cultural services, ensuring alignment with community needs and municipal priorities.
- **Coordinated Service Delivery:** Oversee the delivery of services across multiple departments and facilities, ensuring alignment, efficiency, and positive customer experiences.
- **Financial Leadership:** Provide leadership and oversight for budgeting, funding strategies, and long-term financial sustainability of community services.
- **Public Engagement:** Facilitate inclusive, evidence-based engagement strategies to define standards and guide council decision-making.
- **Regulatory Compliance and Risk Management:** Ensure compliance with all applicable legislation; establish policies that safeguard public funds and minimize organizational risk.
- **Public Speaking and Communication:** Prepare and deliver clear, impactful reports, briefing notes, and presentations to Council and Council Committees.

## QUALIFICATIONS

- **Leadership:** Ability to inspire individuals and teams to a well-defined purpose; able to coach and mentor through the highs and lows of publicly visible portfolios in high-growth municipalities.
- **Emotional Intelligence:** Genuinely curious; asks open-ended questions, actively listens, celebrates successes, ensures a psychologically safe work environment, and remains composed.
- **Trust Building:** Gaining public trust, balancing stakeholder interests, and navigating political dynamics are essential; ability to effectively message, resolve conflicts, and negotiate solutions.
- **Technology and Innovation:** Keen interest in and knowledge of global trends and emerging technologies in municipal community services management; ability to effectively collaborate with diverse stakeholders to identify and implement new solutions to enhance service delivery.
- **Financial Management:** Ability to effectively manage complex, multi-departmental budgets and align financial decisions with strategic priorities and community expectations.
- **Project Leadership:** Experience overseeing the planning, execution, and delivery of community infrastructure projects while managing risk and stakeholder expectations.
- **Personal Attributes:** Approachable and curious; builds trust through empathy and openness; genuinely appreciates and values the role of recreation and culture in building community.

- **Service Delivery Excellence:** Committed to continuous improvement, benchmarking, and evidence-based decision making to enhance services across recreation, arts, culture, and events.

## EDUCATION & EXPERIENCE

- Undergraduate degree in Public Administration, Recreation and Leisure Management, Recreation and Sport Management, or a related field
- 10+ years' experience leading Community Services in a municipality including experience in high growth and similar size or larger cities
- Experience and expertise interacting with municipal councils and boards of directors

## ASSETS

- Graduate degree in Public Administration, Recreation and Leisure Management, Recreation and Sport Management, or a related field
- Experience in multiple municipalities
- IAP2 Certificate in Public Participation
- Six Sigma or Lean Training
- Certificate in Strategic Management or Professional Management
- Masters Certificate in Municipal Leadership or similar certification
- Personal network of municipal leaders at cities with populations of +150K

## WHAT WE OFFER

- Meaningful opportunity to influence and effect change
- Work with a dynamic and forward-thinking City Manager and Executive Leadership Team
- Local Authority Pension Plan starts immediately
- Optional supplementary pension plan (APEX)
- Truly collaborative, supportive, and fun place to work
- Work with a leadership team who trust and appreciate the value of each other's perspectives
- Relocation assistance is available

## POSITION REQUIREMENTS

- The successful candidate must be willing to relocate to the City of Airdrie or surrounding metropolitan area; relocation assistance is available for those relocating to the City of Airdrie.

## APPLY

Interested candidates are invited to apply with a cover letter and resume [HERE](#). **Please note that the position posting will close at 6:00 pm on July 11<sup>th</sup>, 2025.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.

We encourage applicants from diverse backgrounds to apply as the City of Airdrie is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, disability, sexual orientation, gender identity or expression, and religious beliefs.

*City of Airdrie Salary Band for this position is: \$89.48/hour to \$111.85/hr*