

## JOIN OUR TEAM

### Associate Director of Community Services

#### Working for City of Thorold

By joining the City of Thorold team, you will be choosing to become part of the fastest growing municipality in the beautiful Niagara region. Working with us means a great pension, benefits package and a supportive and collaborative team environment. We invest in our people and prioritize creating opportunities for our employees to learn and grow in their roles.

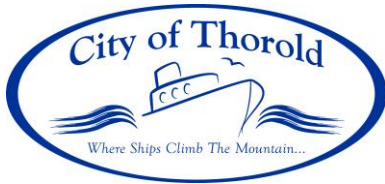
#### Primary Function

Reporting to the Director of Public Works and Community Services, the Associate Director is responsible for the management and administration of the Community Services division including parks & cemetery, arenas, facilities and pool, recreational and special events programming. In addition, this role will be responsible to liaison with community groups. As a senior member of the Public Works & Community Services department, the position will support the Director in the development, management and implementation of strategic initiatives, along with budget coordination, performance management and legislative compliance.

#### Duties and Responsibilities

##### Department Administration

- Assist the Director in overseeing the day-to-day functioning of the Community Services division, including managing budgets, coordinating projects and activities, and ensuring that the organization is running efficiently and effectively
- Working with the Director for making important decisions that affect the organization, such as allocating resources or determining the best course of action to achieve goals and objectives
- Ensure that all maintenance and operations adhere to Municipal, Regional, Provincial and Federal regulations, Safety, Environmental and industry standards
- Prepare and present reports and by-laws for the Community Services division to Senior Management and City Council on initiatives, performance, projects, and budget status.
- Make recommendations to the Director of Public Works and Community Services on departmental policies, projects, plans, budgets, activities and performance management as it relates to the services delivered by the division and long term sustainability and growth
- In conjunction with the Director, institutes quality assurance and continuous improvement practices. Regularly reviews and evaluates administrative and service delivery processes within areas supervised and on community services processes and systems with a view to ensuring practices are coordinated between departments, appropriate stakeholder consultation occurs, and that practices are innovative/contemporary, meet the needs of the Municipality, and reflect customer service excellence and value



## **Financial and Asset Management**

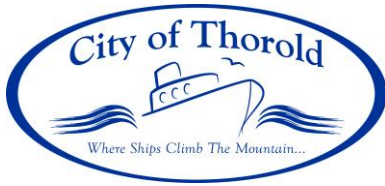
- Assist in overseeing the multi-year Capital and Operating budgets for the Community Services Division ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies.
- Contribute to the development of the corporate budget to achieve an optimal balance between cost and level of service
- Seek innovative ways to deal with financial restraint and to achieve operational efficiencies
- Responsible for ensuring division budget is adhered to

## **People Leadership**

- Provide leadership to the Community Services division to ensure that the management and delivery of services align through the establishment and harmonization of goals and priorities.
- Provide leadership to staff for the development of programs, policies and procedures for services delivered by the division
- Recruit, train, coach, mentor and manage a team of skilled professionals and laborers to ensure a skilled workforce capable of executing division functions effectively
- Provide divisional leadership in labour/management matters pertaining to union and non-union business including performance management, grievance procedures, discipline and hiring, as required
- Evaluate direct reports and determine their capabilities in order to ensure appropriate development plans are put into place; guides and develops people through performance management, career planning, coaching and development; deals effectively with non-performance

## **Other**

- Respond to inquiries from and/or liaises with residents, internal departments, other government/ agencies, elected officials, user groups and special interest groups
- Implement the Parks, Trails and Recreation Master plan, Cemetery Service Delivery Review, and Asset Management plan in accordance with the City's strategic and operational plans
- Ensure staff are acting in compliance with applicable provincial and federal legislations i.e. WHMIS; Occupational Health & Safety standards and practices, Accessibility for Ontarians with Disabilities Act (AODA), Bereavement Authority of Ontario (BAO)
- Monitor and follow-up on complaints received, taking remedial action where necessary
- Work with the Director to monitor activities and agreements with service partners affiliated with the Municipality to promote and protect the Municipality's financial and other interests in these organizations; undertakes representative and/or inter-governmental/board/agency relations activities to foster cooperative working relationships, provide assistance/guidance/resources, and influence decision-making where appropriate
- Make recommendations to the Director on the hiring of consultants, auditors and/or other external resources to assist with/undertake major projects/studies related to the portfolio; prepares RFP Terms of Reference and evaluates bids; monitors consultants' work and administers the agreements in accordance with policies/procedures



- Collaborate with other departments for the purpose of driving service delivery consistency, resource sharing and continuous improvement
- Undertake special projects and performs other duties as assigned by the Director of Public Works and Community Services
- Attend various Committee/Council, and Public meetings as required and acts on behalf of the Director in their absence
- Other duties as assigned

## Education/Experience

- University Degree or diploma in Recreational Management, Business Administration or related field
- A minimum of 8 years of progressive experience in municipal recreation planning, events planning, community development and customer service
- Leadership experience managing in a unionized environment
- Certified Park and Recreation Professional (CPRP) or Certified Park and Recreation Executive (CPRE) is preferred
- Excellent interpersonal, project/time management, analytical, communication, presentation, problem-solving, facilitation, negotiation, and staff leadership and supervisory skills
- Thorough knowledge of municipal operations including planning, budgeting and scheduling
- Ability to think and act strategically in a political and corporate services environment
- Ability to motivate staff teams and foster strong working relationship with community stakeholders

## Conditions of Employment

Required to work under the supervision of the Director of Public Works and Community Services in a typical office environment, attending site inspections when required, ability to work with no supervision involving mental and visual concentration with frequent interruptions. Some overtime may be required. Good verbal and written communication skills required.

The above statement reflects the principal functions and duties as required for proper evaluation of the job. Other related duties can only be considered part of the job if they directly relate to the primary function contained herein.

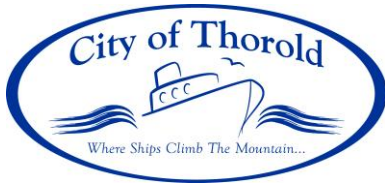
**Location:** Municipal Operations Center

**Rate of pay:** \$133,288.00 - \$154,298.00 (2026 rates)

**Position Type:** Full time, permanent position

**Hours of Work:** 40 hours per week, 7:30am - 4:00pm, Monday to Friday

Interested candidates are invited to submit their detailed resume and cover letter to the Human Resources department, via [hr@thorold.ca](mailto:hr@thorold.ca) no later than **Sunday May 3, 2026**. Please indicate the position you are applying to in the email subject line. Only those applicants selected for an interview will be contacted.



In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, the City accommodates the individual needs of all applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform staff of the nature of any accommodation(s) that you may require.

Information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes.