



Community Services Team Leader

DEFINITION

This is advanced foreman level work within the Community Services Department. Employees in this classification are responsible for ensuring the effective and efficient maintenance and operations of the City's various parks, attractions and recreation facilities (such as horticultural, arboricultural, landscaping, golf courses, zoological, leisure centres and arenas). This is an advanced field level position that provides leadership and direction in strategic planning and team direction. This involves developing and implementing work plans, organizing, assigning, co-ordinating, and prioritizing work, and hiring, scheduling and evaluating staff performance. Employees in this class demonstrate commitment to teamwork by encouraging consultation and participation in the planning and decision making in their functional areas.

This position is responsible for decision making, team building and empowerment of staff. It is also responsible for managing human, financial and material resources required to accomplish approved work plans.

This classification differs from subordinate classes as it does not regularly participate in hands-on, field related activities. It is required to function independently and to develop and implement work plans in accordance with the strategic direction of the branch.

TYPICAL DUTIES *

Develops and implements annual work plans and provides direction, leadership and co-ordination as these plans are carried out. Responsibilities include:

- Build effective teams by providing coaching, counselling and staff orientation, training and development
- Recruit and orient required permanent and seasonal staff
- Manage the performance and attendance of staff under their direction
- Gather information for discipline and grievances and recommend disciplinary action
- Prepare and communicate job standards and set work performance expectations
- Maintain effective working relationships
- Prepare written reports and correspondence
- Explain and interpret bylaws and policies to employees, the public and contractors
- Responsible for decision making, problem solving and conflict resolution as it relates to work plan implementation
- Provide input to the operating and capital budget processes (a variety of stakeholders could be involved, including employees)



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- Assist in evaluation and preparation of unit costs, productivity and accomplishment of work plans
- Review weekly and monthly management and financial reports to direct the work of teams and crews
- Attend public, department, corporate and outside organization meetings as a resource or participant
- Implement use of new, innovative equipment, technology and work methods
- Address customer and stakeholder needs as related to service delivery
- Identify and ensure provision of resources (materials, equipment and supplies) required to implement approved work plans
- Verify work plan/project completion and evaluate results in relation to existing standards or plans
- Participate on special projects and studies and perform other administrative duties as required
- Assist in workforce planning, scheduling and forecasting to meet work plan and/or service requirements
- Assist in setting annual priorities through analysis of current tasks, work plans and evaluation of services delivered and anticipate possible problems or future trends with respect to work plans or services
- Prepare work plan routing and scheduling
- Participate in review of newly constructed parks and ensure that they are suitable to move from development/construction to on-going maintenance (CCC/FAC)
- Verify and perform other related administrative tasks and duties as required

KNOWLEDGE, ABILITIES AND SKILLS

Ability to develop an effective work environment

Working knowledge of computers

Extensive knowledge of standard methods, practices, materials, tools, equipment and other disciplines related to operational area

Demonstrated written and oral communications skills



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Ability to plan, prioritize, assign, supervise and direct the work of staff

Ability to evaluate staff performance and operational results

Ability to work independently and as part of a task-driven team

Demonstrated supervisory, problem solving and decision making skills

Extensive knowledge of bylaws, policies, departmental instructions, collective agreements and related government legislation

Ability to communicate and deal effectively with the public, civic departments and outside organizations

TRAINING AND EXPERIENCE REQUIREMENTS

Completion of a University Bachelor degree in a related field

Three (3) years of progressively responsible related work experience as required by the area of specialization, such as parks construction or maintenance; building, parks, recreational, zoological, arboricultural or horticultural operations; landscaping or heavy equipment, of which at least 2 years shall be supervisory experience

Completion of a leadership training program or course work

Class 5 motor vehicle license

Emergency First Aid Certificate

Pesticide Applicator’s license (where applicable)

DEVELOPMENTAL LEVEL

Two (2) year Diploma in area of specialization as required

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

COMMUNITY_SERVICE_TEAM_LEADER_ACTIVE

Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	2114			
Grade	105			
Originated:	1995			
Last Updated:	2015			
Previous Updates	2008, 2007			