



## Town of Ponoka

**Job Description**    **Date Reviewed: October 21, 2020**

**Position Title:** General Manager Corporate Services

**Reports to:** Chief Administrative Officer

**Division:** Corporate Services

**Direct Reports:** (3)

**Union Status:** Non-Union

### General Overview

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The General Manager of Corporate Services position reports directly to the Chief Administrative Officer (CAO) and is a key leadership role, critical to the success of our organization. The General Manager is accountable for a range of departments, including; Finance, Human Resources, and Information Technology, each lead by a Manager that reports to the General Manager. The General Manager position includes significant involvement in all aspects of the municipal operation including policy development, strategic planning and implementation, project management, and organizational and staff development. This role provides guidance to teams within their portfolio to contribute to high-level decision-making and is accountable for achievement of relevant Council objectives and the Town's strategic plan.

The General Manager of Corporate Services leads effective and efficient management of the Corporate Services division, including Finance, Human Resources, Information Technology in accordance with the Municipal Government Act and Council approved bylaws and policies.

### General Responsibilities

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- Champion the corporate strategic direction and overseeing the strategic development of the Town's long-term financial plan, capital plan, and corporate service business plan.
- Manage financial services and functions including financial analysis, accounting controls, taxation and assessment, budget development and control, internal and annual audit, investments, grant reporting, asset/inventory protection, human resources, insurance and risk management, real estate, contracts and agreements, and financial statements.
- Management of the Corporate Services division;



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- Providing leadership and management of the Finance Manager, Information Services Manager, and Human Resources Manager who is also the liaison for the RCMP Clerks.
  - Establishing clear expectations and coaching, evaluation, and maintain clear communication lines with subordinate staff by meeting with Managers regularly and ensuring position descriptions are current.
  - Establishing division goals and objectives in conjunction with department managers that are reflective of the Corporate Strategic Plan.
  - Providing leadership to project teams and managers in order to capitalize on their full potential.
  - Reviewing annual area budget estimates with departmental managers and exercising expenditure control within approved budgets.
  - Leading the capital budget and 10-year capital plan.
  - Ensuring that all reports from Corporate Services to Council contain the necessary information and providing the appropriate recommendations to assist Council in its decision-making process.
  - Mentor and coach staff to ensure decision-making and performance meet corporate expectations. Provide opportunities to staff for training and development of both technical and people skills.
- Provide expertise, guidance and recommendations to the CAO, Council, and other departments within the organization in all aspects of strategic corporate services and business planning.
  - Attend and present at Council meetings and represent the Town on various committees, community meetings, and at public events.
  - Preserve financial system integrity and ensure staff adherence to prescribed legislation, bylaws, operating policies and procedures, and generally accepted accounting practices.
  - Lead the acquisition, leasing, and sale of Town owned lands, both industrial and residential parcels and properties.
  - Lead in labor negotiations by coordinating collective bargaining process, providing technical advice with regard to employer and union proposals, and ensuring documentation (signed revised agreement) is completed.
  - Act as the Electrical Code of Conduct Compliance Officer.
  - Serve as the finance/admin Section Chief in the Emergency Operations Centre during a disaster response or as required by the Director, Emergency Management (DEM).
  - Support the Senior Management Team and CAO to disseminate reports and information.
  - Act as CAO and GM of Planning and Infrastructure in their absence as required by the CAO.
  - Complete any other assigned duties as required by the CAO within the relevant scope or capabilities of the incumbent.



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### Health and Safety

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- Leads by example to ensure the success of the Town of Ponoka Health & Safety Management System by providing a safe working environment and injury free workplace for all employees in compliance with all pertinent legislation and the *Alberta Occupational Health and Safety Act, Regulation, and Code*. Understand and carries out the Supervisor responsibilities as outlined in the Town of Ponoka Occupational Health and Safety Management System.

### Key Competency Requirements

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- **Accountability and Reliability:** Take personal ownership and responsibility for the quality and timeliness of work commitments and demonstrate integrity on a daily basis. Follow organizational guidelines, professional standards, regulations and principles.
- **Adaptability and Flexibility:** Flexible and comfortable adapting current work practices to respond to changing conditions, priorities and job requirements. Remain open-minded with a willingness to alter opinions and behaviors on the basis of new information.
- **Collaboration and Negotiation:** Work with others to foster mutual understanding of complex initiatives and sensitive situations, ensuring ideas, proposals and solutions from all participants are considered. Work collaboratively to resolve conflicts as well as reach solutions that best meet organizational needs and goals.
- **Communication:** Ability to interpret, report, provide, advise and guide on a variety of complex matters pertaining to the Town. Utilize active listening skills and summarize information according to the audience in order to promote engagement and increase understanding. Explain and advocate facts and ideas in a clear and concise manner while communicating and negotiating with individuals and groups.
- **Decision Making and Problem Solving:** Analyze situations, diagnose problems, and identify key issues. Solve and evaluate alternative courses of action in order to make concrete, well informed, sound decisions that support the overall organization and demonstrate integrity. Exercise sound judgement in assessing and applying the impacts of decisions involving policy and procedures, guidelines and legislation in various contexts.
- **Leadership:** Influence others; encourage, inspire and support others to deliver. Has the ability to understand how individuals, at all levels, operate and how best to use that understanding to achieve objectives.
- **Networking and Relationship:** Interact with others in ways that advance work of the organization by developing respect, mutual understanding and productive working relationships with stakeholders.
- **Planning and Organizing:** Organize own time effectively, delegate appropriately, prepare in advance and set realistic timeframes. Make sure all activity and resources are used efficiently and effectively and monitor progress toward operational or strategic objectives. Ability to prioritize workload,



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which may have competing interests, and adapt readily to rapidly changing demands and circumstances.

- **Teamwork:** Foster effective working relationships by working cooperatively within diverse groups of people in order to achieve group and organizational goals. Participate actively in-group activities, encourage departments to work cooperatively to foster teamwork across the organization.

### FORMAL EDUCATION, QUALIFICATIONS, AND REQUIREMENTS

#### Essential

- Post-secondary education and degree in finance, accounting, or related field
- An accounting designation (CPA, CA, CGA, CMA)

#### Preferred

- Human Resources training/experience in a unionized environment

### EXPERIENCE & QUALIFICATIONS

- Minimum of eight (8) years' of municipal government experience.
- Proven project management and budgeting.
- Experience leading teams with a comprehensive understanding of operations and financials, human resources, information technology, and with outstanding organization and communication skills, strong leadership and management skills.
- Proven ability to positively lead, motivate, and mentor staff.
- Experience working with partner organizations and external stakeholders.
- Extensive experience with change management.
- Demonstrated success managing and resolving conflict.
- Demonstrated progressive competence in strategic planning, business plans, and budgeting.
- In depth knowledge and working with the Municipal Government Act (MGA) and other related legislation.
- Demonstrated proficiency computers and Microsoft Office programs, with the ability to independently create and edit a variety of documents and spreadsheets.
- Class 5 driver's license with a satisfactory driver's abstract
- Able to provide a satisfactory criminal record check

Alternative combinations of education and experience, which demonstrably provide the required knowledge and skills, may be eligible in certain circumstances.



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### **WORK CONDITIONS & ENVIRONMENT**

- Normal office environment
- Able to attend meetings outside of normal business hours and available to work weekends or evenings
- May be exposed to stress within a concentrated period
- May travel to sites within and outside of the Town
- Required to liaise with external and internal stakeholders

### **PHYSICAL EFFORT**

- Varying levels of physical effort, including moderate lifting (up to 10 kg), sitting, walking, standing, pushing and pulling, reaching, driving and carrying
- Repetitive motion of office tasks