



Job Description

Regional Manager, Community Services

Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: General Manager of Community Services

TITLE OF IMMEDIATE SUBORDINATES: Variable depending upon portfolio – may include Regional Parks Manager, Recreation Managers (3), Regional Programming Manager, Parks Planner, Communications and Community Engagement Lead, Recreation Software and Client Services Coordinator.

DEPARTMENT: COMMUNITY SERVICES

SUMMARY OF POSITION:

Reporting to the General Manager of Community Services, the Regional Manager provides strategic management leadership for the planning and delivery of recreation and parks services across the RDCK. Working collaboratively with a peer Regional Manager, the position ensures coordinated, sustainable, and high-quality recreation and parks services that meet the needs of communities across the Regional District.

The role requires strong interdisciplinary competencies, with an understanding of how operational, asset management, programming, and business functions interconnect to support effective service delivery. The position is intentionally structured to be cross-functional, with responsibility for one of two key portfolios: **Operations and Asset Management, or Programs and Business Services.**

Functional assignments may shift as organizational priorities and service delivery needs evolve. Although each Regional Manager leads a distinct portfolio, the competencies required in both areas are complementary, enabling shared problem solving, coordinated planning, and unified leadership across the Community Services department.

COMMUNITY SERVICES DIMENSIONS

The Community Services Department oversees twenty-seven regional parks—including sports fields, passive parks, and natural areas—along with two regional trails, three major recreation complexes with aquatic centres, arenas, multipurpose spaces, and fitness facilities, as well as several rural recreation sites throughout the District.

ROLE AND RESPONSIBILITIES:

Strategic Leadership and Governance

- Provides strategic leadership for the delivery of recreation and parks services aligned with RDCK priorities, community needs, and Board direction.
- Contributes as a member of the Community Services management team, providing advice, analysis, and

recommendations to senior leadership and elected officials.

- Works collaboratively with the other Regional Manager to ensure integrated, consistent, and sustainable service delivery across the Regional District.

People Leadership and Organizational Development

- Leads and develops management and supervisory staff, fostering accountability, engagement, inclusion, and high performance.
- Demonstrates sound human resource leadership, including workforce planning, performance management, labour relations, and talent development.
- Promotes and sustains a respectful, safe, and harassment-free workplace culture.

Financial and Resource Stewardship

- Provides leadership in the planning, allocation, and stewardship of financial and physical resources to achieve approved service levels and outcomes.
- Develops and manages operating and capital budgets within assigned accountabilities, ensuring fiscal responsibility and alignment with RDCK financial policies.

Service Excellence and Continuous Improvement

- Champions client-focused, equitable, and inclusive service delivery that responds to diverse community needs.
- Applies best practices, innovation, and data-informed decision-making to improve service quality, efficiency, and effectiveness.
- Ensures appropriate systems, processes, and controls are in place to support consistent service delivery and organizational accountability.

Collaboration, Communication, and Stakeholder Relations

- Builds and maintains effective relationships with staff, elected officials, partners, contractors, and community stakeholders.
- Leads or supports engagement and consultation processes to inform service planning and decision-making.
- Represents the RDCK with professionalism, credibility, and discretion.

Risk, Compliance, and Safety Leadership

- Provides leadership to ensure services operate in compliance with applicable legislation, regulatory requirements, and RDCK policies.
- Integrates health, safety, and risk management considerations into planning, decision-making, and operations.

FUNCTIONAL ASSIGNMENT A

OPERATIONS AND ASSET MANAGEMENT

When assigned this portfolio, the Manager demonstrates leadership competency in:

- Asset Stewardship and Infrastructure Strategy – Providing strategic oversight of recreation and parks facilities and assets, including lifecycle planning, capital renewal, and long-term sustainability.
- Operational Leadership – Ensuring facilities and parks are operated safely, efficiently, and reliably, consistent with service standards and community expectations.
- Capital Planning and Delivery – Leading the planning, prioritization, and delivery of capital projects in collaboration with internal teams and external professionals.
- Contract and Vendor Management – Providing strategic oversight of contracts, agreements, procurement, and consultant services related to facilities and assets.
- Regulatory and Safety Oversight – Ensuring compliance with applicable health, safety, and regulatory frameworks affecting facilities and parks operations.
- Fiscal Stewardship – supports the development of the annual and 5-year operating and capital budgets for Community Services

FUNCTIONAL ASSIGNMENT B

PROGRAMS AND BUSINESS SERVICES

When assigned this portfolio, the Manager demonstrates leadership competency in:

- Program and Service Strategy – Providing strategic oversight of recreation and leisure programs, client services, and planning services for parks and recreation programming to achieve community wellness and participation outcomes.
- Community Benefit and Revenue Balance – Leading strategies that balance public benefit, accessibility, and financial sustainability, including fees, charges, and revenue generation.
- Partnership and Community Development – Building and sustaining partnerships with community organizations, volunteers, and service providers to expand service reach and impact.
- Contract Management – Providing strategic oversight of contracts, agreements, procurement, and consultant services related to strategic initiatives and projects, and long-term use of RDCK properties; i.e. leases, facility use agreements, licenses of occupation etc.
- Client Experience and Business Systems – Ensuring client-focused service delivery through effective business processes, centralized services, and continuous improvement.
- Engagement and Funding Leadership – Leading consultation processes and overseeing external funding strategies in support of programs and community initiatives.
- Community Engagement and Communications – Providing strategic oversight to marketing, communications, and public engagement initiatives.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- Completion of a post-secondary degree or an acceptable equivalent combination of education and experience in the field of recreation management
- Minimum 8 years experience, including managing people, recreation facilities and programs
- Experience working in a unionized environment would be considered an asset

- Satisfactory Criminal Record
- Valid Class 5 Drivers License

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated ability to lead, coach, and manage multidisciplinary team
- Strong knowledge of recreation and parks service delivery in a local government environment
- Demonstrated financial management skills, including operating and capital budgeting
- Thorough knowledge of human resource management practices and collective agreement administration
- Ability to establish and maintain effective working relationships with staff, elected officials, consultants, contractors, community partners, and the public
- Strong written and verbal communication skills, including report writing and public presentations
- Ability to exercise sound judgment and make effective strategic and operational decisions
- Commitment to the RDCK values: Health and Safety, Integrity, Accountability and Respect

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

Employee Name

Employee Signature

Date

Employer Representative Name

Employer Representative Signature

Date