



Making a difference...together

Leadership Opportunity

Manager, Visitor Services & Community Engagement

Parks & Environmental Services, Regional Parks

Competition	18/272
Status	Exempt Management
Salary Range	\$96, 050 – \$113, 000 annually (2018 rates)
Review of applications begins	4:00pm on January 18, 2019 but the position will remain open until filled.

Position Purpose

This position ensures a positive parks and trails experience for visitors, volunteers and the community through development of community partnership opportunities and the provision of outdoor experiences and activities that meet the highest standards of public service and stewardship in protecting the natural environment.

Key Accountabilities / Position Outcomes

Provides the vision, leadership and strategic direction necessary to ensure exceptional Visitor Services and Community Engagement programs including:

- Environmental Interpretation
- Volunteers in Parks
- Community Engagement
- Communication and Information Services
- Recreation Services and Opportunities
- Cultural Activities
- Park use permits
- Ensures policies, structures, systems, resources and management practices are in place and effective to support the programs listed above.
- As a member of the Regional Parks management team, works collaboratively with other managers to ensure division strategic, operating and business objectives are well coordinated and resources are managed to support a highly functioning fiscally responsible organization.
- Develops, maintains and strengthens relationships with First Nations and a strategic network of stakeholders including partners, government agencies (municipal, provincial and federal), community groups and other internal and external stakeholders to ensure visitor and community development programs meet and exceed user expectations.
- Uses leadership, coaching, and employee development practices to create a highly engaged team of supervisors, professionals and staff with the knowledge, skills and abilities to be successful in their current role and future career development.

Qualifications

An undergraduate degree in a related discipline such as public administration, commerce or parks and recreation plus eight years related work experience preferably including experience working in a provincial/regional/municipal parks setting, and a minimum of three years supervisor/management experience in a unionized environment. An equivalent combination of education and experience may be considered.

Role-specific Knowledge, Skills & Abilities

- Demonstrated success in the development, implementation and evaluation of parks programs and services or related programs and services.
- Demonstrated ability to manage a large volunteer program.
- Demonstrated ability in program budget and contract management.
- Demonstrated ability and competence to manage community engagement projects and initiatives.
- Demonstrated ability to develop and maintain positive community relationships to promote a strong community presence for CRD Regional Parks.
- A valid BC Driver's license is required.
- Excellent written and verbal communication will be required.

Applications

To apply for this exciting opportunity, please submit your resume and covering letter online at www.crd.bc.ca under "Careers".

The CRD wishes to thank you for your interest and advises that only those candidates under active consideration will be contacted.



CRD Leadership Competencies:

While CRD Leaders are accountable to all Leadership Competencies, the following have particular relevance to this position.

Thinks Strategically

Thinks strategically when analyzing issues, making decisions and prioritizing actions, including:

- Takes an organizational perspective
- Ensures client and stakeholder interests are considered
- Aligns decisions and actions with the CRD strategic plan
- Assesses social, economic and environmental trends for opportunities and challenges

Is Accountable for Results

Aligns the people, resources and systems necessary to deliver business results, including:

- Takes personal accountability for actions and outcomes in own area of responsibility
- Delegates appropriately to achieve results
- Empowers others to be accountable by setting clear outcomes, checking-in regularly, and providing mentoring to ensure goals are met
- Celebrates individuals/teams successfully delivering outcomes

Focuses on Service

Maintains a focus on service (internal and external) including:

- Solicits information and feedback from clients and uses it to continually improve service
- Ensures decisions and changes align with our core business and serve the client
- Models a personal commitment to making a difference for clients
- Empowers employees to be accountable by removing barriers to service
- Recognizes and rewards employees for finding ways to improve service

Builds Partnerships

Pulls people together to accomplish goals that could not be reached individually, including:

- Uses formal and informal networks to identify opportunities for collaboration
- Invites participation from diverse groups with common interests
- Balances consensus building skills with negotiation and influencing skills to achieve outcomes
- Empowers team members to take joint ownership of outcomes

Develops Others

Develops organizational talent by engaging others in learning and growth opportunities, including:

- Uses a variety of formal and informal learning opportunities to get the most out of training and development budgets.
- Assigns challenging work that engages employees and prepares them for future success in the organization
- Supports others' learning by setting clear goals, securing required resources and providing mentoring and coaching
- Assigns high performers to mentor, coach and teach others