

Invites applications for the position of

Director of Community Services

Full Time Permanent

The Town of Ingersoll is seeking a Director of Community Services to join our dynamic team. Located in Oxford County in Southwestern Ontario, Ingersoll offers urban living with small-town values yet enjoys easy access to larger cities. Surrounded by farms and nature, Ingersoll is home to a diversity of thriving industries and commercial businesses and is host to many special events, athletic and recreational amenities and excellent schools. For more information on the Town, please visit our website at www.ingersoll.ca.

Position Overview

As the most senior role within the division, the Director of Community Services provides strategic leadership and oversight for the full scope of the Community Services Department. This includes guiding departmental operations such as program development and delivery, financial planning and budgeting, facility maintenance, and team leadership. Working collaboratively across the organization and community, the Director applies strong business and people-focused leadership practices to ensure services are efficient, responsive, and aligned with Council priorities, the Community Services Master Plan, and the evolving needs of residents, community organizations, and local businesses.

This is an exciting time to join our diverse and collaborative team. With construction of a new Multi-Use Recreation Centre beginning in Summer 2026 and the facility anticipated to open in 2028, you'll have the opportunity to help shape a transformative project and contribute to the future of recreation and community services in our municipality. Be part of something meaningful as we invest in spaces, programs, and services that bring people together.

- Oversee total operations of the Community Services department including facilities, programming, parks, trails and various other outdoor leisure and recreational spaces.
- Develop and implement department-specific goals in alignment with approved Council priorities, directing the Community Services management team toward their achievement through effective communication, collaborative planning, and the establishment and maintenance of organizational structure and accountability systems.
- Introduce and maintain sound business practices to achieve a sustainable balance between the delivery of cost-effective parks, facilities, services, and programming and the recreational needs and expectations of the community and user groups.
- Facilitate long-range strategic planning to ensure effective service provision and the adequate maintenance of Community Services facilities.
- Remain abreast of pertinent information concerning Community Services programming and operations including regulatory changes, funding opportunities and best practices, recommending action/response where relevant.
- Develop, update and maintain department-specific policies and procedures that support effective operations of the Department including work planning, scheduling and distribution, maintenance requirements, etc.
- Ensure operations meet and where possible exceed applicable regulations, legislation and codes, including the Ontario Pool Regulation, Public Health, Occupational Health and Safety, etc.

- Manage all phases of Community Services-related capital projects including tendering, contractor management, stakeholder engagement, etc.
- Provide oversight and guidance with all direct reports and ensuring policies, procedures and Human Resources practices are followed by all Community Services employees
- Administer annual performance appraisals for direct reports as well as perform any coaching, development or discipline of Community Services employees.
- Approve bi-weekly payroll records for processing and maintaining annual Community Services payroll budget
- Administer the union contract and form part of the bargaining team for contract negotiations and grievance resolution.
- Oversee the marketing and promotion of Community Services programming and facilities to increase usage and generate revenue.
- Develop and maintain favourable public relations, creating a positive image for the Department and Town through community outreach initiatives and the prompt resolution of complaints and/or concerns.
- Develop, implement and monitor the department's annual operating and capital budgets in accordance with Town policy
- Ensure the financial sustainability and accountability of all community service divisions and facilities, promptly addressing and remedying deficiencies.
- Monitor and audit programming and facility budgets, expenditures and revenue streams; recommending modification to the CAO as deemed necessary.
- Oversee the approval and purchasing of materials, supplies and services within Town policy provisions and the approved capital and operating budgets.
- Oversee the maintenance of accurate records of all revenues generated by the Department, ensuring that they are safely stored and reported to the Treasurer in accordance with reporting timelines and requirements.
- Attend all regular meetings of Council as a member of the senior management team, presenting monthly operational and informational reports, responding to Council queries and recommending specific actions to be taken.
- Represent the department at relevant meetings and special meetings of Council as directed by the CAO.
- Conduct special assignments within budget appropriations approved by Council.
- Maintain strict confidentiality in the performance of duties and with respect to confidential and/or sensitive information.
- Model and champion the values and mission of the Town of Ingersoll at all times.
- Perform any other related duties as assigned.

Qualifications

Education:

- University Degree in Business Administration, Public Administration, Community Services Administration, Recreation and Leisure Studies, Recreation Management, or other related area of study

Experience:

- Minimum 5 years' relevant experience including progressive management experience in Community services, preferably in a government setting.

Other Qualifications:

- Must obtain a satisfactory Police Criminal Record Check
- Certified in First Aid/CPR
- Excellent written, oral communication, organizational, analytical, problem solving and time management skills.
- Working knowledge of municipal legislation, regulations, policies and procedures relating to the Community Services Department along with a solid understanding of arena operations, indoor pool operations and parks maintenance.
- Experience managing both unionized and non-unionized workforce

Benefits

- We offer a competitive salary range of \$149, 144.11-174, 469.02 yearly (based on 35 hours/week).
- There is the option to work a 4-day work week.
- This position includes extended health benefits, Defined Contribution Benefit Pension Plan (OMERS), an Employee Assistance Program, generous paid time off including vacation and sick time, and so much more!

Recruitment Information

Job Status: Existing Vacancy

Artificial Intelligence: Artificial Intelligence may be used to screen or assess applicants.

Application Instructions

To explore this exciting opportunity further, qualified candidates are invited to submit their application in confidence, to the attention of Monique Donmoyer no later than **April 1, 2026**.

Monique Donmoyer

Human Resources Manager

Town of Ingersoll

130 Oxford Street, 2nd Floor

Ingersoll, Ontario N5C 2V5

recruitment@ingersoll.ca

The Town of Ingersoll is an equal opportunity employer and will make accommodation available to applicants with disabilities upon request and throughout the entire recruitment process.

While we appreciate all applications received, only those invited for an interview will be acknowledged. Personal information submitted is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment.