



# REQUEST FOR DECISION

Meeting: October 15, 2024

---

## Organizational Structure

---

### DESCRIPTION/BACKGROUND:

Administration is proposing several changes to the Town's Organizational Structure, which will require Council's approval. The changes are as follows:

1. Creation of New Position: Aquatic Services Coordinator (union)
2. Creation of New Positions: Community Engagement and Economic Development Coordinators (non-union)
3. Creation of New Position: Utilities Clerk/DEM/Safety Officer (union)

While we propose to create several new positions, we anticipate filling them internally. We are not proposing to increase our staffing numbers. However, the utilities clerk position is currently .5 and we are proposing to make it a full-time position. Additionally, we are proposing to have two economic development staff, where previously the Town had 1.5 economic development staff. The cost implications, and summaries and reasons for the changes are detailed below.

#### 1. Aquatic Services Coordinator

Costing Implication: Approximately \$13,000 budget increase annually, to be funded through taxation. Staffing numbers will be neutral, but the coordinator position will receive higher compensation and will be required to schedule more coverage at the pool, as the Recreation Manager will no longer be assisting with day-to-day activities at the aquatic centre.

#### Summary of Changes:

To allow for a higher capacity in the Recreation Manager's role, and to promote improved management of the Aquatic Centre, administration is recommending restructuring of the Recreation Manager position, as well as creating an Aquatics Supervisor position.

The Coordinator will oversee scheduling, programming, staffing and training. The Recreation Manager will have increased capacity to lead community recreation in areas of:

- Community Recreation Development – growth of recreation department, grant funding, evaluation of programming, development and maintenance of recreation planning and strategies
- Communications – increase communications and collaboration with community groups and residents
- HR - creation of volunteer program
- Program and Special events - redundancy for the Town and increased capacity to hold community events as this position will support the Engagement Coordinator with the Town's portfolio of events.

#### 2. Community Engagement and Economic Development Coordinators

Costing Implication: Neutral, when compared to the previously approved structure of a full-time EDO and part-time Economic Development Assistant.

### Summary of Changes:

We propose leaving the Economic Development Officer and Economic Development Assistant positions vacant, and creating two coordinator positions. Under the new structure, the Economic Development Officer job responsibilities are divided amongst the two coordinator positions as follows:

The Economic Development Coordinator will oversee:

- Federal and/or Provincial Immigration programs (Rural Entrepreneur Stream, for example)
- Administrative lead for the Economic Development Committee with assistance from the Development Services Manager
  - o Ensure the committee's activities and its strategic direction is aligned with Council's Strategic Plan;
- Investment Attraction: serve as the first point of contact with potential investors from outside the community for site visits and statistics
  - o Facilitate tours of town for trade delegations
  - o Work with stakeholders to broaden and diversity the economic base through business support and investment attraction initiatives
- Business Retention and Expansion
  - o Monitor local business needs and trends and conduct research on market opportunities
  - o Assist local organizations, small businesses and individuals in taking advantage of economic development opportunities (grants, networking, connections to REDA services).

Community Engagement Coordinator will oversee:

- Coordinate Community Special Events and Tourism Initiatives: Winterfest, Canada Day, Fair Days, New Year's Family Skate
  - o Assist with other business engagement activities such as Old Fashioned Christmas, and Canada Day and Halloween Storefront Initiatives, etc.)
  - o Oversee the Town's Tourism portfolio via maintenance of tourism asset schedule, attendance at Tourism training initiatives, marketing of Community Events as tourism initiatives.
    - Assist Visitor Services and museum tourism initiatives
  - o Seek out new grants, partnerships, and other opportunities in relation to events, tourism or business activities.
  - o Promote community events, that foster inclusion, settlement, and integration
- Business Engagement (Retention and Expansion)
  - o Assist the Economic Development Coordinator research and develop business engagement and retention strategies.
  - o Promote and engage local business through social media marketing and promotional events
  - o Utilize Town events to strengthen and promote local business

### 3. Utilities Clerk/DEM/Safety Officer

Costing Implication: \$15,000 tax funded and \$30,000 funded via Water and Sewer Utility Revenues.

### Summary of Changes:

The current Utilities Clerk is approaching retirement, and an existing member of the Utilities Staff is looking to transition from the field into this office role due to the physical demand of the work. The Town has an ongoing responsibility to accommodate this employee due to a previous workplace accident while working for the Town. The position is currently part-time, but we are looking to establish it as a full-time position because the Utilities personnel making the transition is the Town's safety officer and Director of Emergency Management. Due to the increased hours, and the increased responsibilities (Safety officer and DEM), there will be a cost of approximately \$45,000 to the Town. The Town will gain increased capacity for customer service at the front desk, less training (employee is already familiar with the utilities),

and the Utility department will receive increased capacity via a dedicated Utilities Operator who will not have additional outside the department responsibilities (safety and DEM). This can also assist with succession planning in the Utilities Department.

**PROPOSED RESOLUTIONS:**

MOVED by Councillor \_\_\_\_\_ to approve the Organizational Structure for the Town of Claresholm as presented.

**COSTS/ SOURCE OF FUNDING (if applicable):**

- The whole restructure will be funded \$29,000 via taxation, and \$30,000 via Utility Fees/charges.

**RECOMMENDED ACTION:**

Council approve the new structure.

**ATTACHMENTS:**

- 1.) Updated Organizational Structure
- 2.) Aquatic Services Coordinator and Recreation Manager Job descriptions
- 3.) Community Engagement and Economic Development Coordinator Job Descriptions
- 4.) Utility Clerk/Director of Emergency Management and Safety Officer Job Description

PREPARED BY: Abe Tinney, CAO

DATE: October 11, 2024

---