



Claresholm

Where **Community** Takes Root

Organizational Structure

Council Approved ~~October 23, 2023~~ August/September 2024



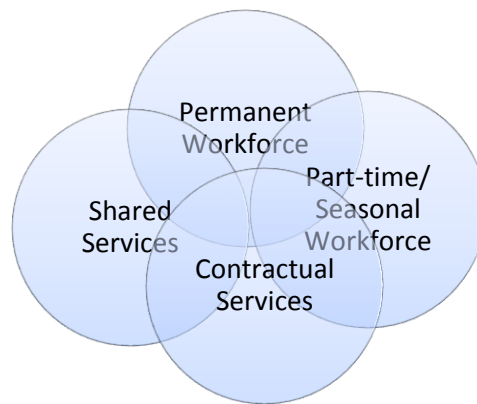
Claresholm

Organizational Structure

The Town's Organizational Structure was updated in ~~October 2023~~ **August/September 2024** to align with Council's 2022-2026 Strategic Plan.

Administrative/Operational Structure

The administrative/operational structure is responsible for implementing the services defined by Council's strategic priorities. The business model is divided into four areas: a permanent workforce, a part-time/seasonal workforce, contractual services and shared services. The Town of Claresholm services are accomplished through a combination of these vital resources.

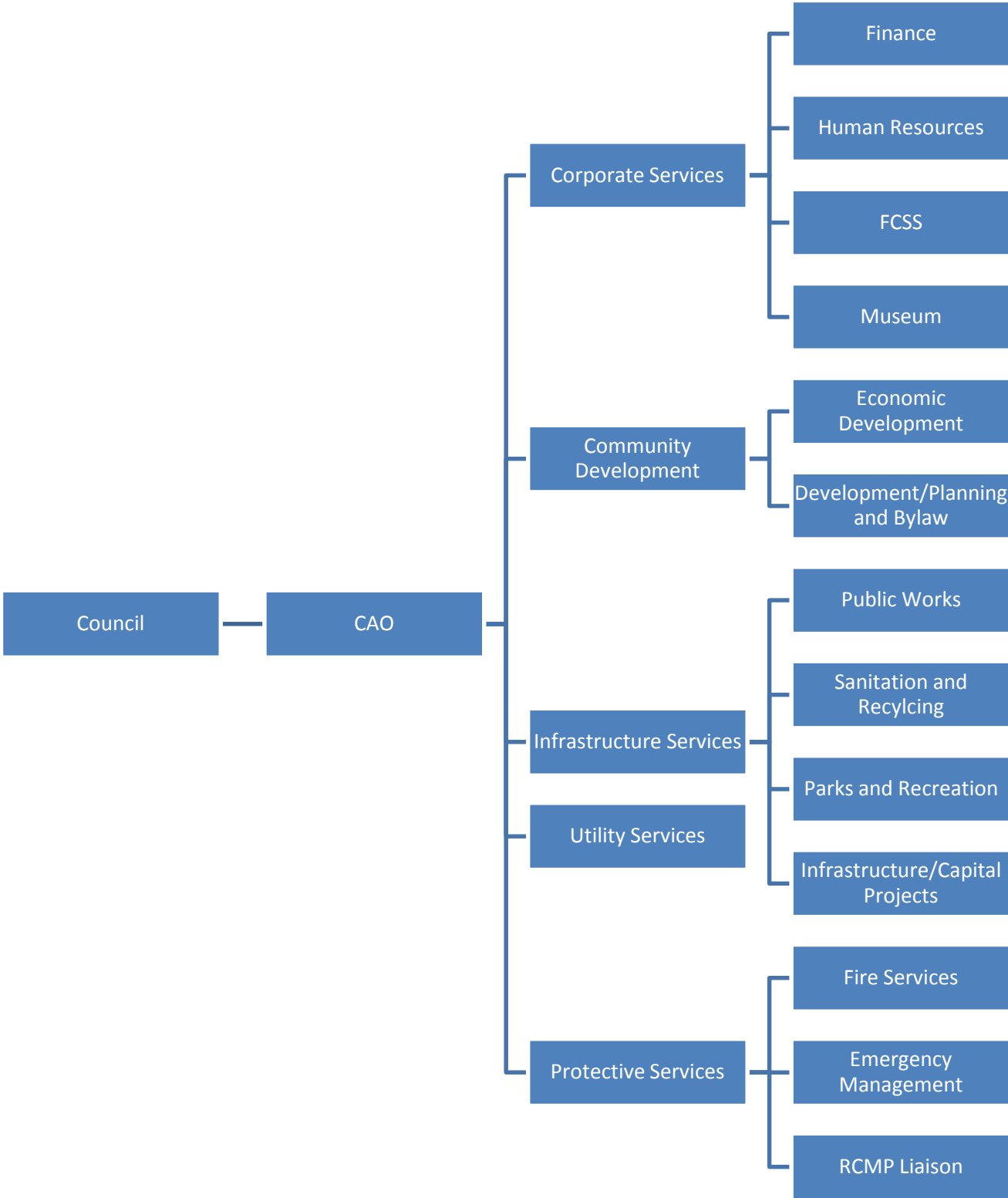


As the administrative/operational head of the municipality, the Chief Administrative Officer (CAO) has the primary responsibility for implementing Council's direction and policy; informing Council on the affairs of the municipality; managing the organization; and performing any other functions that Council or the Municipal Government Act delegates to him/her. The CAO utilizes a management team structure to provide administrative leadership for the organization.



Management Structure

Council and Management are committed to building a focused, responsive, resource-conscious and results-oriented organization that communicates effectively across all departments. Town management is divided into five strategic categories of municipal staff and responsibilities. The CAO is the common thread between these strategic service areas. The intent of this structure is to engage technically skilled individuals to enhance the Town's ability to provide quality programs and services. The strategic service areas are outlined on the following page.





| Corporate Services | Utility Services | Infrastructure Services | Community Development |
|--|---|---|--|
| <p>Responsibilities include:</p> <ul style="list-style-type: none"> * Financial management * Annual operating & capital budgets * Corporate business plans * Organizational administration * Utility billing & management * Information technology * Communication & social media * Human resource management * Inter-agency & community group liaison * Taxation & assessment * Program development * Volunteer services * Joint use agreements * Library services * Museum operations * FCSS programming and administration * Any other matters referred by Council | <p>Responsibilities include:</p> <ul style="list-style-type: none"> * Water treatment & distribution * Wastewater collection & treatment * Engineering * Capital projects * Facility planning & development * Any other related matters referred by Council | <p>Responsibilities include:</p> <ul style="list-style-type: none"> * Roadways, boulevards & sidewalks * Project management * Equipment & fleet pool * Infrastructure management * Local improvement projects * Signage * Underground utility services * Parks facility management * Recreation facility management * Recreation programming * Volunteer Coordination * Pool programming and administration * Campground operations * Solid waste collection * Recycling * Street lighting * Storm water management * Engineering * Capital projects * Facility planning & development * Janitorial services * Airport * Cemetery * Any other related matters referred by Council | <p>Responsibilities include:</p> <ul style="list-style-type: none"> * Administration of the Claresholm Economic Development Committee * Business retention & expansion programs including a bi-annual business visitation survey * Investment attraction including commercial and industrial real estate * Marketing & branding including photography, video, website, news media, and social media (with Communication officer) * Tourism attraction (with Parks & Recreation and the District Museum) * Community event coordination including Canada Day, Fair Days, New Years Eve, et. (assistance from Recreation Manager) * Downtown & highway beautification * Liaise with the Claresholm & District Chamber of Commerce (with Councillor) * Administration of the Rural & Northern Immigration Pilot Immigration and Entrepreneurial Programs (Future is Uncertain) * Administration of Dynamic Claresholm Labour Market Partnership * Administration of Welcoming Claresholm (this group is becoming a society, we are looking to offload this responsibility from the town). |



Claresholm

| | | | |
|--|--|--|---|
| | | | <ul style="list-style-type: none">* Development and Subdivision approval & appeal* Municipal Planning* Safety Codes* Bylaw Enforcement and/or Community Peace Officer programs |
|--|--|--|---|



CORPORATE SERVICES



The Corporate Services Department is supported by seven (7) full-time positions, including the Director, Human Resources and Tax Administrator, **Utilities Clerk/DEM/Safety Officer**, Front Desk Clerk, FCSS Director and FCSS Outreach, the Finance Assistant and Communications Coordinator, and the Museum Director. There is also one (1) permanent part-time position in FCSS, the Senior’s Services Coordinator, one (1) temporary full-time position at the museum**, and museum summer support staff.

Committee Liaison Assignments

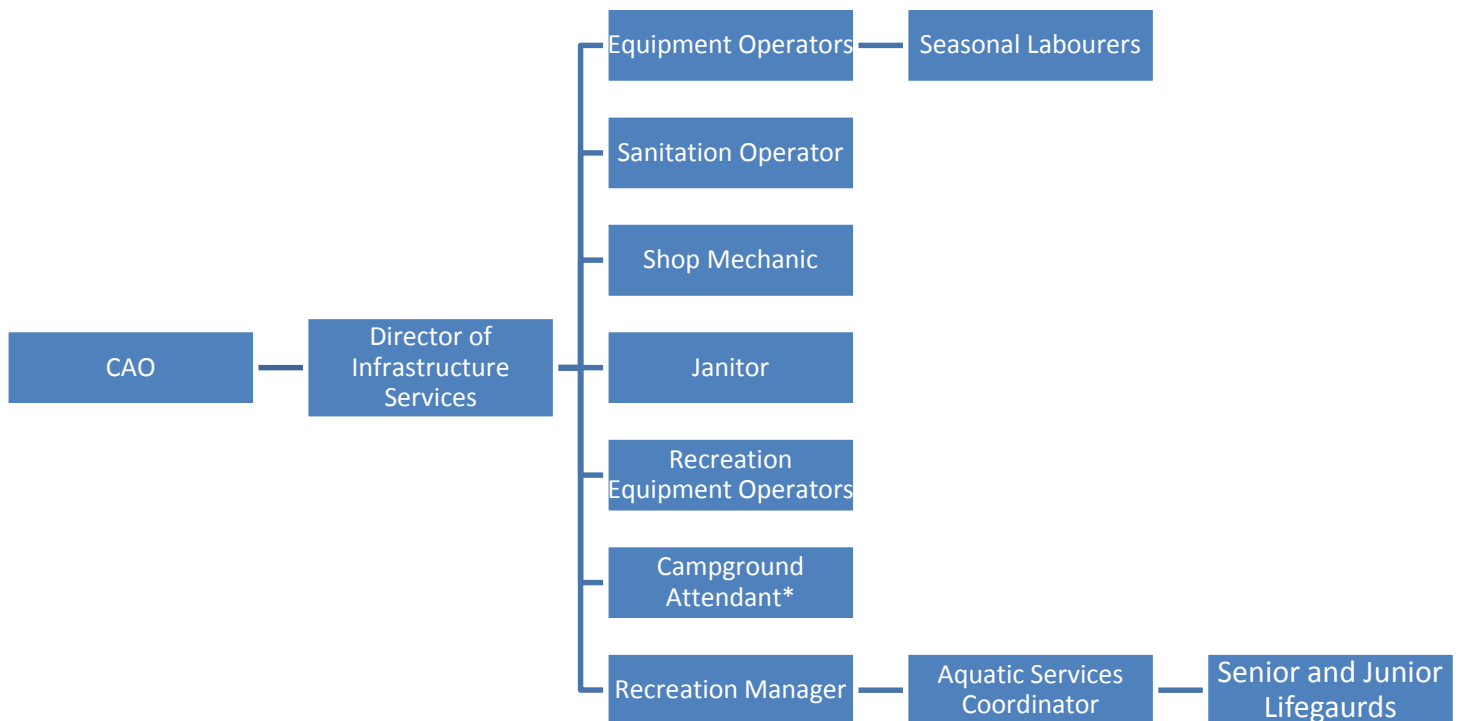
| Internal Board or Committee | External Board or Committee |
|--|--|
| Assessment Review Board | Claresholm Food Bank |
| Audit & Finance Committee | Claresholm & District Transportation Society |
| Facility & Infrastructure Planning Committee | Claresholm Child Care Society |
| Grievance Committee | Claresholm Housing Authority |
| Wage Negotiating Committee | Claresholm Learn-a-lot Playschool Society |
| FCSS Board | Claresholm Public Library |
| Claresholm & District Museum Board | Porcupine Hills Lodge Foundation |
| Administrative Services Committee | Physician Recruitment & Retention Committee |
| | Physician Recruitment & Retention Committee |

*The Finance Assistant and Communications Administrator reports to the Director, but also works closely with the CAO on Council and governance matters, and this relationship is reflected in the diagram.

** The temporary full-time museum position (Museum Collections and Visitor Experience Supervisor) has been approved by Council as a full-time position through 2025 to provide a training/transition period while the current Museum Director prepares for retirement.



INFRASTRUCTURE SERVICES



This Infrastructure Services Department is supported by thirteen (13) full time positions, including the Director, ~~four (4)~~ **five (5)** Equipment Operators/**Labourers**, ~~two (2)~~ **one (1)** Sanitation Operator, three (3) Recreation Equipment Operators, a Mechanic, a Recreation Manager and **either an Aquatics Services Coordinator or Senior Lifeguard**. This department is also supported by seasonal labourers, a part-time Janitorial position and part-time Lifeguard positions.

The changes reflect:

- transferring one staff from sanitation to public works (new garbage program transition)
- creation of Aquatics Services Coordinator

*contract position



Committee Liaison Assignments

| Internal Board or Committee | External Board or Committee |
|--|---|
| Facility & Infrastructure Planning Committee | Regional Landfill Commission |
| Recreation Facility Users Committee | Claresholm Golf Club |
| Asset Management Committee | Community Hall Board |
| | LRSD Town Joint Use Agreement |
| | Swimming Pool Joint Use |
| | Willow Creek Agricultural Society |
| | Southern Alberta Summer Games Committee |
| | |



UTILITY SERVICES



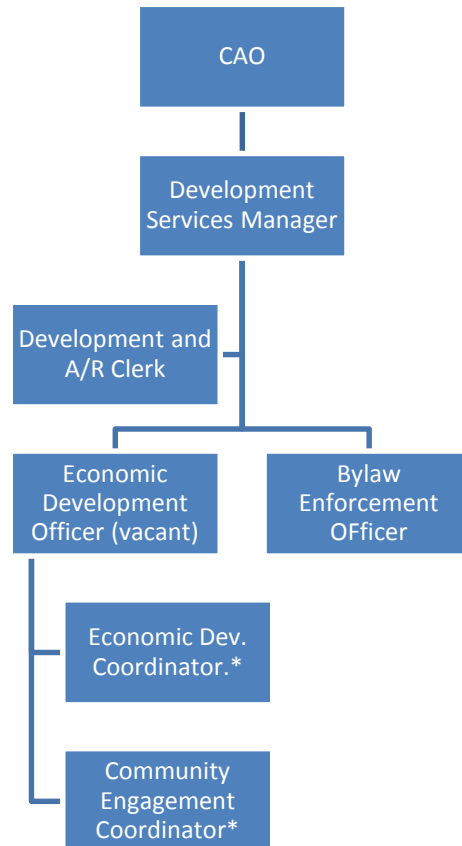
This Utility Services Department is supported by three (3) full-time employees, one Manager and two (2) Utility Operators. One of the Utility Operators also fulfills the roles of Safety Officer and Director of Emergency Management.

Committee Liaison Assignments

| Internal Board or Committee | External Board or Committee |
|--|-----------------------------|
| Facility & Infrastructure Planning Committee | |
| | |



Community Development



The Community Development Department is supported by ~~four (4)~~ **five (5)** full-time employees – the Development Services Manager, Economic Development Officer, Bylaw Enforcement Officer and the Development and A/R Clerk. ~~Additionally, there is a full-time temporary position of Economic Development Assistant and a part-time temporary position of Engagement Coordinator.~~

The previous structure was an EDO and part-time EDA. If the proposed structure is approved, the EDO position will remain vacant and the Town will retain existing staff after grant funding expires. We would add a half-time position for approximately the same cost as full-time EDO and part-time EDA, which is the previously approved structure. These new positions have been strategically structured to reassign EDO job duties to existing staff to ensure the economic development department is delivering on economic development priorities. Council has requested an economic development strategy from administration, this restructuring speaks to that strategy.

*Positions are grant funded until March 2025.



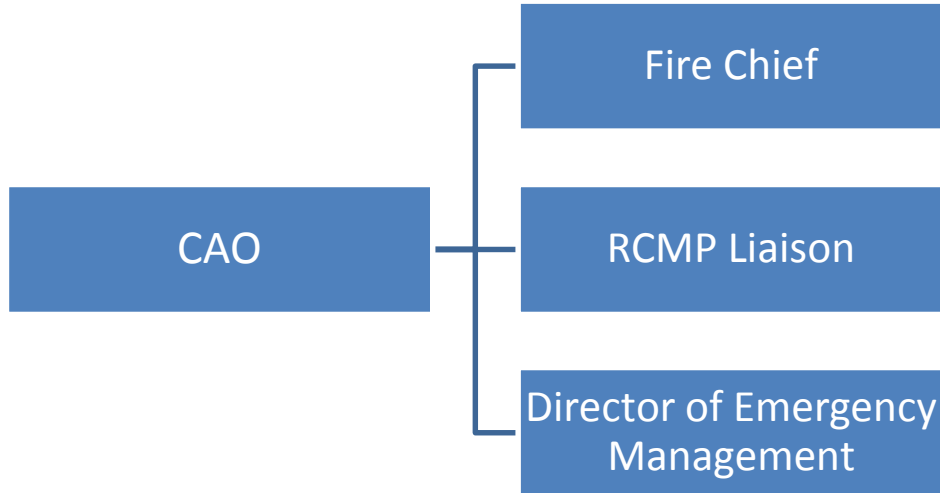
Claresholm

Committee Liaison Assignments

| Internal Board or Committee | External Board or Committee |
|---|--|
| Claresholm Economic Development Committee | Claresholm & District Chamber of Commerce |
| Municipal Planning Commission | Joint Economic Development Initiative |
| Subdivision & Development Appeal Board | Fair Days & Winterfest Committees |
| Community Development Committee | Willow Creek Immigrant Services Committee |
| | Alberta Southwest; Regional Economic Development Alliance |
| | South Grow Regional Initiative; Regional Economic Development Alliance |
| | Lethbridge College Community Advisory Council |
| | Oldman River Regional Services Commission |
| | Claresholm Animal Rescue Society |
| | Lethbridge Community Partnership Council & Employment Working Group |
| | Welcoming Claresholm Committee |



PROTECTIVE SERVICES



The Protective Services Department has one full-time employee, the Fire Chief. The Director of Emergency Management position is currently filled by one of the Town’s Utility Operators. The RCMP liaison is an advisory role, and not an employee of the Town of Claresholm (including this position in the organizational structure highlights the close relationship between the RCMP and the Town of Claresholm, and the importance of policing services as part of the Town’s commitment to community safety).

Committee Liaison Assignments

| Internal Board or Committee | External Board/Committee/Representative |
|---|---|
| Emergency Services Committee | Police protection services liaison |
| Emergency Management Advisory Committee | |
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