



The Town of Collingwood Seeks: Executive Director, Customer & Corporate Service

Collingwood is a vibrant community rich with history and culture and is the urban centre of a region that includes outdoor recreation opportunities both on land and on water. The downtown heritage district, recognized in Canada's Registrar of Historic Places, includes award-winning restaurants, cafes, art galleries, and boutiques and has become a four-season getaway for all visitors. A destination for tourism and a diverse array of business and industry, the community is growing because of both natural assets and public and private investments. The Town seeks to be socially and environmentally conscious while being responsible and responsive to the needs of residents and visitors.

Reporting to the Chief Administrative Officer (CAO), the Executive Director (ED), Customer & Corporate Service is responsible to lead and direct integrated initiatives across the organization related to customer service delivery, strategy, performance, and improvement with a commitment to providing exceptional customer service to meet the needs of residents, business, stakeholders and employees with regard to timeliness and effectiveness. The position is also responsible for the management and leadership of corporate services which include Talent Management and Human Resources (HR), Fleet & Facilities (F&F) including Green and Climate Change Leadership, Information Technology Services (IT), and Public Relations & Communications (PR). The main duties and responsibilities for this position are in the areas of developing and managing an integrated customer service strategy, overseeing corporate service functions, and department administration functions.

The ED will lead collaboration across a corporation that has a total budget of over \$100M, as part of a dynamic and forward-thinking management team and in support of Council and our Community's Vision that "People Thrive Here – Live More Now." The salary range for the position is \$151,678.80 to \$184,293.20 per year.

Please refer to the Town of Collingwood website at www.collingwood.ca/council-government/employment for further position details. Interested qualified applicants are invited to forward their cover letter and resume quoting **Job #2021-02** no later than **March 1, 2021 by 4:00 p.m.** to:

Melissa McCuaig
Manager, Human Resources
Town of Collingwood, P.O. Box 157
Collingwood, Ontario L9Y 3Z5
Fax: 705-445-5715
Email: jobs@collingwood.ca