



Claresholm

Where **Community** Takes Root

Organizational Structure

Council Approved February 27, 2023

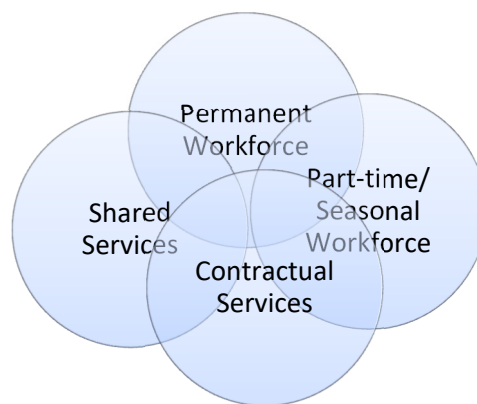


Organizational Structure

The Town's Organizational Structure was updated in February 2023 to align with Council's 2022-2026 Strategic Plan (the previous structure was approved in 2019).

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.

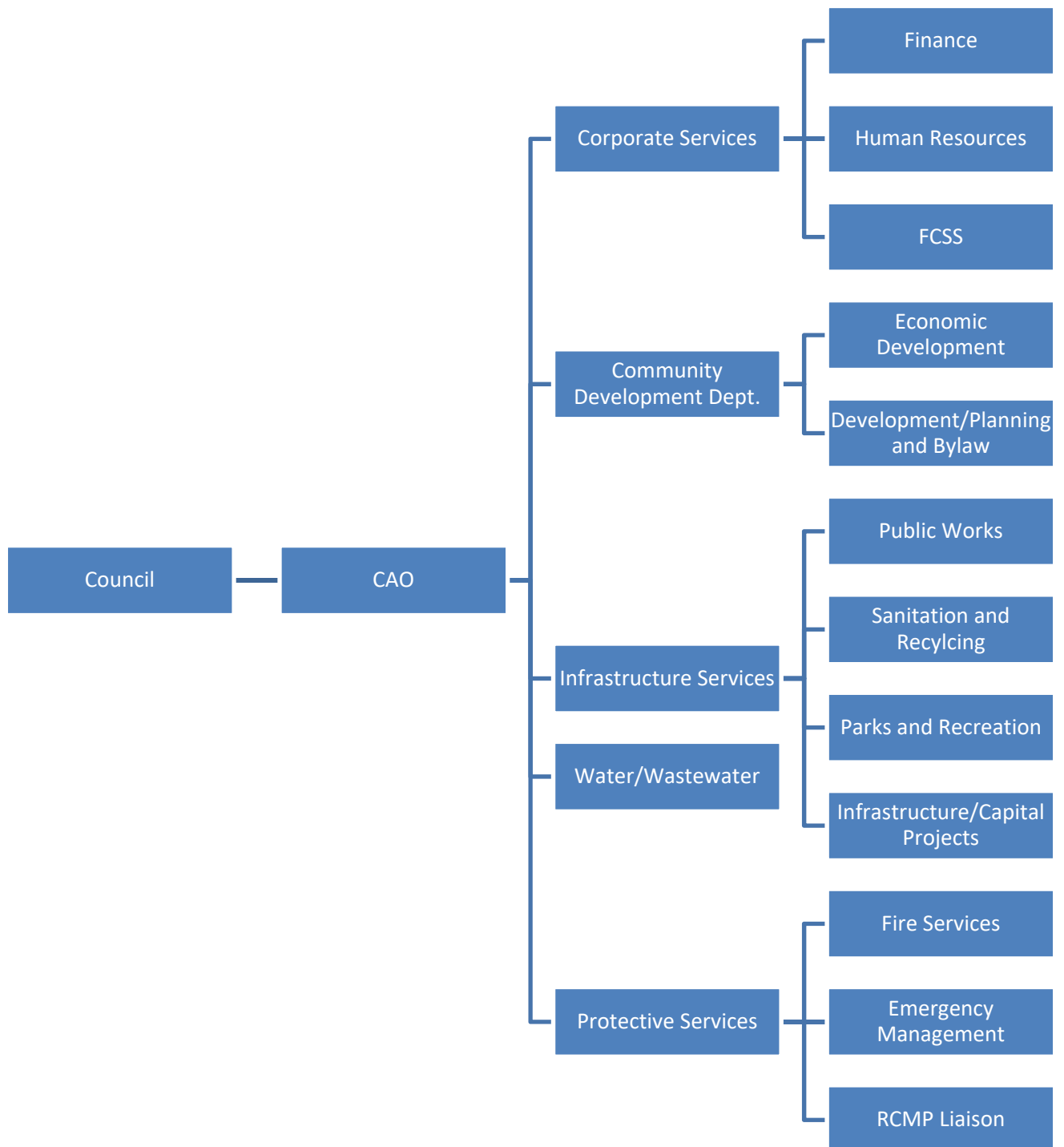
Management Structure

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.



Claresholm

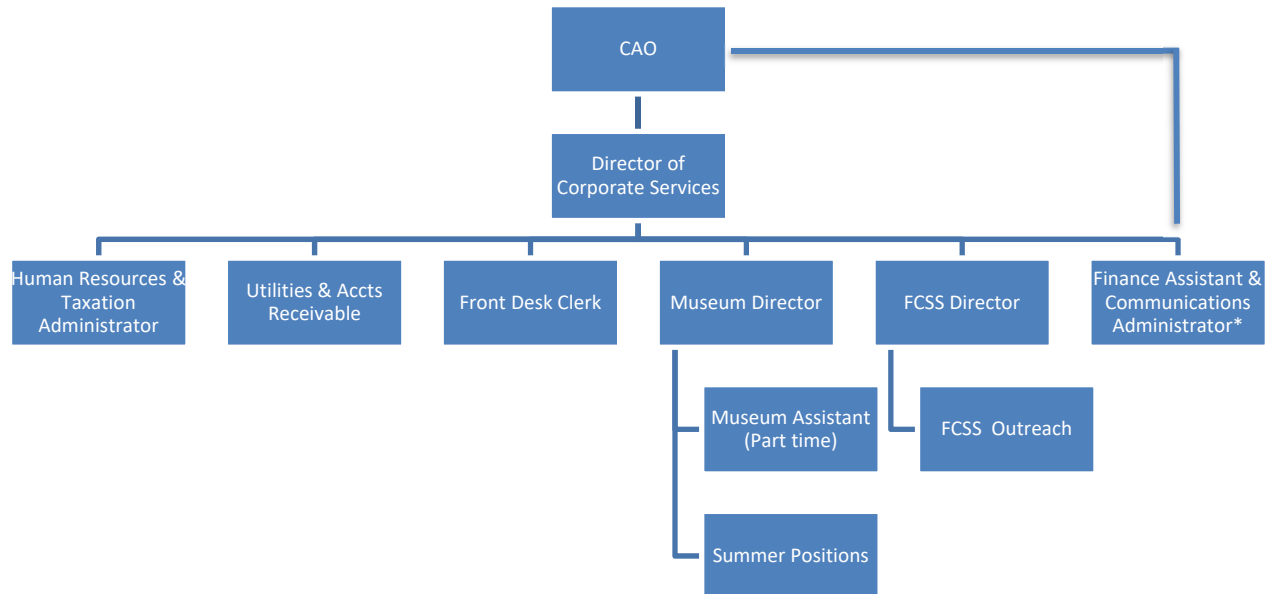
The intent of this structure is to engage a number of technically skilled individuals enhancing the Town's ability to provide quality programs and services. The strategic service areas are outlined on the following page.



Corporate Services	Water/Wastewater 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 * 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 biennial 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. * Downtown & highway beautification * Liaise with the Claresholm & District Chamber of Commerce (with Councillor) * Administration of the Rural & Northern Immigration Pilot * Administration of Dynamic Claresholm Labour Market Partnership * Administration of Welcoming Claresholm * Development and Subdivision approval & appeal * Municipal Planning * Safety Codes * Bylaw Enforcement and/or Community Peace Officer programs



CORPORATE SERVICES



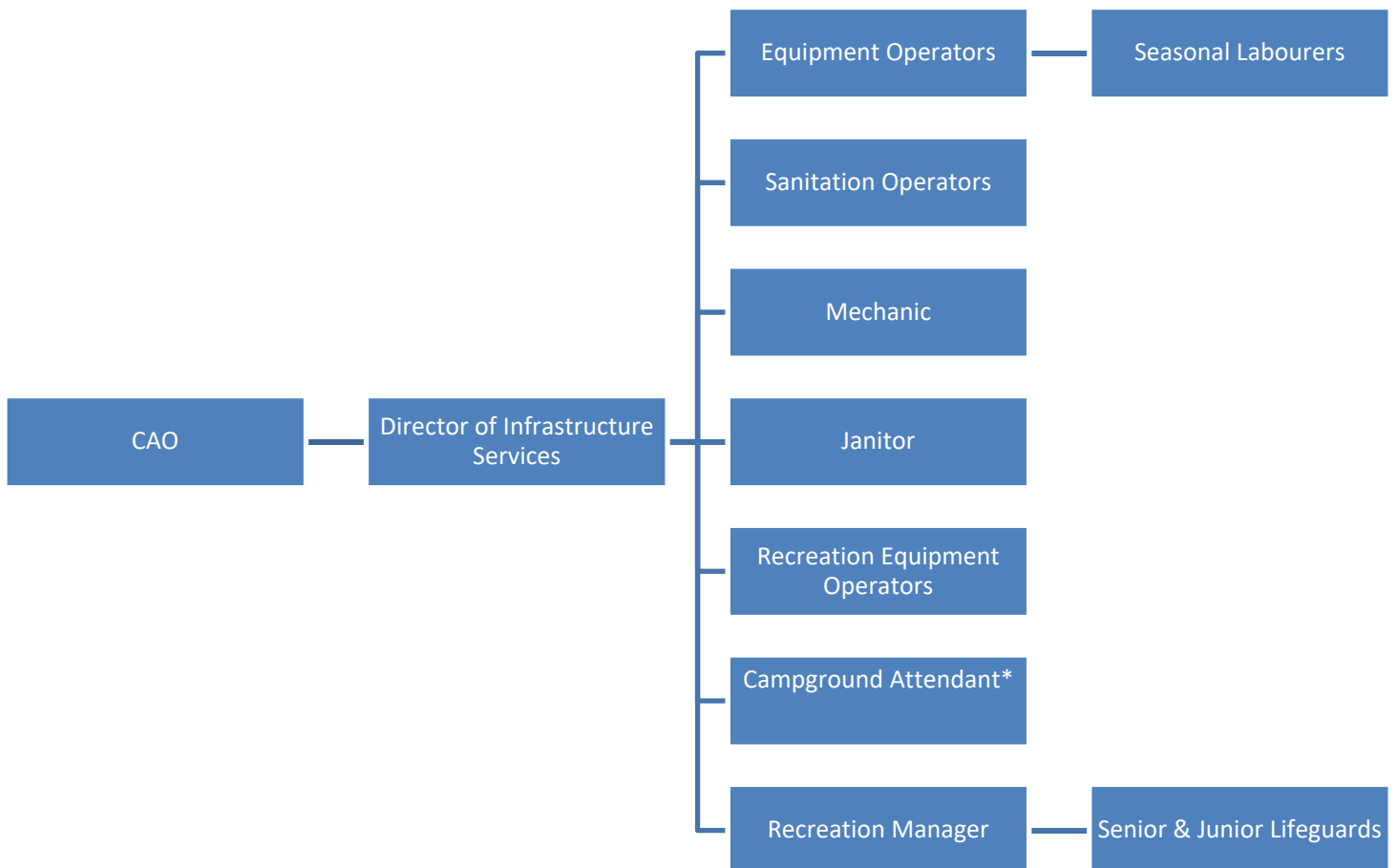
The Corporate Services Department is supported by seven (7) full-time positions, including the Director, Human Resources and Tax Administrator, Utilities and Accounts Receivable, Front Desk Clerk, FCSS Director and FCSS Outreach, and the Finance Assistant and Communications Coordinator. There are also two (2) permanent part-time positions at the museum, and 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.

INFRASTRUCTURE SERVICES



This Infrastructure Services Department is supported by thirteen (13) full time positions, including the Director, four (4) Equipment Operators, two (2) Sanitation Operators, three (3) Recreation Equipment Operators, a Mechanic, a Recreation Manager and a Senior Lifeguard. This department is also supported by seasonal labourers, a part-time Janitorial position and part-time Lifeguard positions.

*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



WATER/WASTEWATER SERVICES



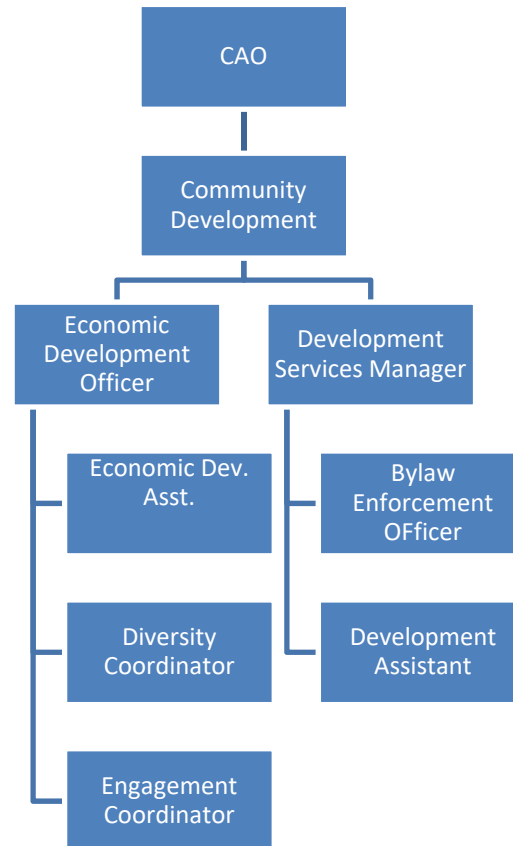
This Water and Wastewater Department is supported by three (3) full-time employees, one Manager and two (2) Utility Operators. One of the Utility Operators also fulfills the roles of Safety Officer and Director of Emergency Management.

Committee Liaison Assignments

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



Community Development



The Community Development Department is supported by three (3) full-time employees – the Economic Development Officer, Development Services Manager and the Bylaw Enforcement Officer. Additionally, there are two (2) part-time positions filled by the Development Assistant and Economic Development Assistant, and two grant funded, non-permanent positions filled by the Diversity and Engagement Coordinators.

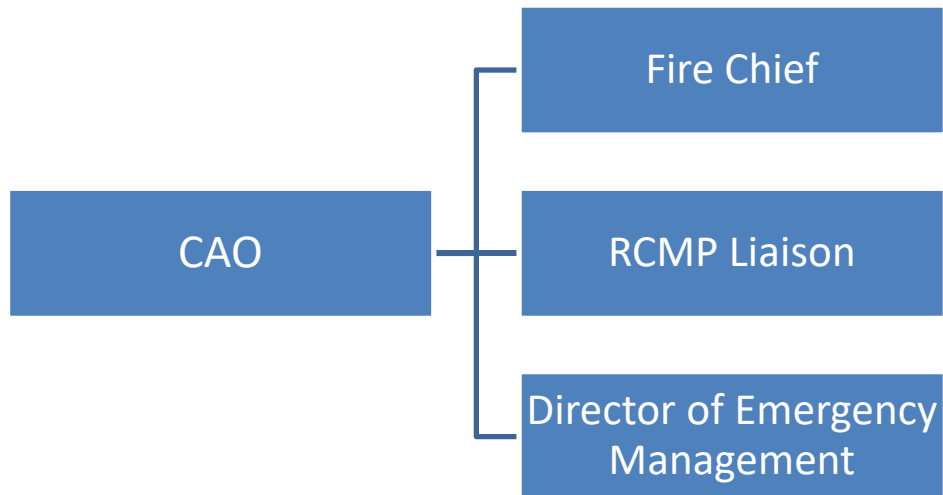


Committee Liaison Assignments

Internal Board or Committee	External Board or Committee
Claresholm Economic Development Committee	Claresholm & District Chamber of Commerce
Joint Worksite Health & Safety Advisory Committee; Employer Representative	Joint Economic Development Initiative
Municipal Planning Commission	Fair Days & Winterfest Committees
Subdivision & Development Appeal Board	Willow Creek Immigrant Services Committee
Community Development 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	