

Department: Offices of the Mayor and CAO

Division: CAO's Office

Reports to: Mayor and the CAO

Position Objective/Summary

Responsible for the day-to-day operation and administration of the Offices of the Mayor & CAO and for providing confidential executive level administrative, secretarial, and reception services to the Mayor, Members of Council and the CAO.

This position provides complex, confidential administrative support to the Mayor and CAO. The work includes planning, organizing, and scheduling meetings and events, overseeing and participating in special functions and projects, minute and note taking, agenda preparation, and maintaining effective public relations between the City including providing information and assistance to the public, other agencies, and internal departments.

Duties & Responsibilities

- As the first point of contact for the offices of the Mayor and CAO, the EAA is responsible for independently responding to phone, mail, e-mail and in person inquiries, requests and concerns from all sectors of the public, staff, business and other levels of government; resolving problems and/or referring issues to appropriate staff/department or agency.
- Schedules and confirms appointments and maintains daily appointment books and calendar of events for the Mayor and CAO.
- Responsible for all aspects of coordinating and supporting Council or Council Committees/Mayor, or CAO activities/events. Includes acting as primary staff and community liaison for events organized by others that involve Mayor, CAO or Member of Council and coordinating the attendance of Council and senior staff, as well as the involvement of high-profile external guests in community-based events.
- Co-ordinate venues, supplies, as well as managing finances and providing administrative support, both in advance and at the event. Responsible for arranging or coordinating all catering associated with the events.
- Responsible for all supply and promotional material ordering for the Mayor and CAO's offices, ensuring adherence to budget and all financial procedures.

- Initiates memorial donations, flag lowering and notices to staff and website after the passing of past and present staff member and council members as well as prominent individuals.
- Schedules meetings, prepares and distributes meeting agendas, attends meetings and takes minutes.
- Creates files and maintains general and confidential records and ensures security of such items including destruction of records. Maintains confidentiality at all times.
- Develops a network of contacts with other municipalities, federal and provincial departments, ministries and agencies, business community, media and the general public to promote a high standard of public relations at all times.
- Acts as Staff Liaison for the Grant Policy Committee and the Social Determinants of Health Committee, preparing agendas, background documentation, minutes, letters to applicants and presentation at a Council meeting.
- Prepares briefing packages, speaking notes, articles, publications, press releases and general correspondence for Mayor, Council and CAO, as required.

Work Schedule

Monday-Friday 830-430, however is required to attend meetings/events that occur in the evening or on weekends.

May be required to respond to urgent issues after regular working hours.

Education

- College Diploma or University degree in Business Administration, Public Administration, or Public Relations.
- Class G Ontario Driver's License in good standing and reliable vehicle to use as needed to travel between work sites, etc.

Experience

- 5 years of progressively responsible experience, working in an administrative role within a public or municipal environment.

- Experience in public relations/communications/community engagement. is an asset.

Knowledge

- Proficiency in MS Office, including outlook, excel, one note and data bases.
- Municipal Act, AODA, and general knowledge of municipal operations and relevant bylaws.
- Knowledge of procedural protocol (i.e. Ministerial visits, advice to Mayor, CAO, Council, Staff).

Skills & Abilities

- Exceptional organizational abilities.
- Ability to maintain a high degree of confidentiality.
- Excellent verbal and written communication skills.
- Ability to assign work and ensure successful completion by his/her assigned personnel.
- Able to work with minimal supervision.
- Demonstrated ability to manage and balance multiple managers/priorities with discretion and tact.

Judgment is exercised in:

- Prioritizing work activities to ensure service levels are being met.
- Responding to concerns/complaints in a timely manner.

Interpersonal Skills/Contacts

Internal

- Strong interpersonal skills to assist with defusing issues.
- Strong time management, prioritizing and multi-tasking abilities.

External

- Promotion of good public relations in the facilities and with the general-public.
- Effective public relations and communication with outside contractors and service providers.
- Respond to escalated service issues, which may include responding to Citizens who are upset or angry.

Work Demands

Carries out work assignments that require the use of various pieces of office equipment, including but not limited to a computer, photocopier, scanner.



EXECUTIVE
ADMINISTRATIVE ASSISTANT TO
THE MAYOR AND CAO
Non-Union

Job involves standing, sitting, walking.

Environment

Works inside in an office environment. May deal with members of the public that are irate or upset.

Position History

April 2022- This Job Description was reviewed for accurate content and AODA compliance.

Reviewed by department and approved by:

Scott Luey – Chief Administrative Officer

Date