

City of Thorold

Executive Assistant to the CAO (Non-Union)

DepartmentAdministration	Reports toCAO
Pay Grid Level4	Hours of Work35
Position FamilySupport	LocationCity Hall

Job Summary

Reporting to the Chief Administrative Officer, the Executive Assistant position is responsible for providing confidential administrative support to the Chief Administrative Officer. This position performs a variety of responsibilities in support of the Chief Administrative Officer and to provide general information and assistance to the public.

Qualifications

	Minimum Requirements
Education	<ul style="list-style-type: none"> College Diploma or University Degree in Business Administration, Public Administration or a related field
Experience	<ul style="list-style-type: none"> Minimum of five (5) years of progressive experience working in a senior administrative or executive support role preferably within a municipal environment Experience in public relations is required
Qualifications, Certifications or Designations	<ul style="list-style-type: none"> Completion of the Municipal Administration Program through AMCTO is an asset Ability to interpret by-laws, legislation, policies as required Ability to prioritize tasks and work independently Ability to work under pressure and meet deadlines Strong time-management and organizational skills with a keen sense for accuracy and attention to detail Ability to maintain confidentiality and security of confidential information is essential Proficiency in MS office applications (Word, Excel, Power Point, Outlook etc) Demonstrated excellent communication and customer service skills Demonstrated understanding of how municipal government operates

Supervision

# of Reports	None
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Duties & Responsibilities

Executive Administrative Support to the Chief Administrative Officer

- Provide confidential support services to the Chief Administrative Officer (CAO) regarding personnel, legal, labour relations and corporate matters
- Assist in the research, compilation and preparation of Council reports
- Keep apprised of all significant departments initiatives
- Receive and develop responses to correspondence and emails received by the CAO's office. Follow up on correspondence accordingly
- Manage calendar activity, including coordination of appointments for CAO
- Provide telephone support and act as CAO's representative at times to independently handle calls and address public inquiries
- Assist in the development and tracking of departmental budget, identifying performance to budget
- Booking of professional development activities for staff, as required
- Reviewing mail/incoming correspondence, sorting, and filing as required
- Assist with projects as requested
- Prepare official documents, contracts, agreements, by-laws, etc. as directed
- Maintain records management and archiving system for follow-up and quick access
- Provide meeting support including scheduling meetings, compiling meeting material, preparing agenda packages, booking rooms, composing and distributing minutes and following up on items as needed
- Liaise with Senior Staff on CAO's direction and assist with the coordination of multi-departmental projects
- Assist the CAO with coordination of Council initiatives
- Provides back-up support to the Assistant to Mayor and Council
- Assists in the development of electronic and written presentations to respond to inquiries and requests for information
- Conducts research to gather data on City statistics or demographics for internal and external use
- Research and respond to requests for information
- Maintenance of the Letter of Credit tracking system with various departments for Finance
- Update the website as necessary
- Publish and distribute Budget Books to Staff and Council
- Distribute Insurance Certificates on an annual basis
- Formatting and preparation of Finance Reports using Escribe software
- Writes press releases and prepares information for the media
- Acts as the Corporation's representative with all media sources and responds to information requests from the media
- Helps maintain the Corporation's image and identity
- Other duties as assigned.

JOB DESCRIPTION

Other

- Responds to inquiries from and/or liaises with residents, internal departments, consultants, other governments/agencies, elected officials, user groups and special interest groups; monitors and follows up on complaints received, taking remedial action where necessary
- Undertakes special projects and performs other duties as assigned, in accordance with corporate objectives.

Additional Information

The CAO carries many portfolios within his mandate and as such requires an extremely flexible and organized Executive Assistant to help facilitate the effectiveness and efficiency of this diverse role.

Working Conditions

- Work involves mental and visual concentration with frequent interruptions
- Position requires ability to manage multiple priorities, quickly respond to changing priorities
- Must be able to deal effectively with the public and management staff

Approvals

	Name	Signature	Date
Chief Administrative Officer	Manoj Dilwaria		

IMPORTANT NOTE

The statement above reflects the principal functions and duties as required for proper evaluation of the job. Other related duties can only be considered part of the job if they directly relate to the primary function contained herein.

Updated: April 2021

	Name	Signature	Date
Incumbent			