

## **POSITION PROFILE**

### **CHIEF ADMINISTRATIVE OFFICER**

**Position Title: Chief Administrative Officer**

**Reports to: County Council**

#### **POSITION PROFILE OVERVIEW**

This Position Profile is an outline of the overall responsibilities involved in the position and the competencies required to fulfill those responsibilities. It is not the intent of the Position Profile to document specific job functions, rather it is expected that detailed job requirements are reviewed by the employee and supervisor upon hiring and in the event of a change in responsibilities and/or requirements. In any event, it is expected that the employee will perform all job requirements with integrity, innovation, and initiative, keeping in mind the County's vision and objective to provide the highest quality service to its customers – residents and ratepayers, other staff, neighbouring municipalities, and other outside agencies and groups.

#### **POSITION FUNCTION**

The Chief Administrative Officer is responsible for the overall leadership of all municipal operations and staff under the direction of County Council. As a member of the senior executive team, this person is the key advisor and strategist for Council regarding corporate and operational issues. The incumbent also provides advice and guidance to the County's municipally-controlled corporation.

#### **POSITION RESPONSIBILITIES**

##### **Staff**

- responsible for the overall selection, leadership and performance of all staff.
- leads and facilitates the management team; responsible for their productivity and cooperation and the full participation of all areas of the organization.
- ensures, sustains, and models productive workplace management practices such as ongoing performance feedback and accountability, full staff participation with delegated responsibility and ownership, open sharing of information, and performance based rewards.
- coaches and mentors staff; ensures ongoing staff development, cross-training and multi-skilling, and succession planning.
- visits all work areas on an ongoing basis to maintain open communications, personal accessibility to all staff, and a team-oriented environment.

**Operations**

- responsible overall, and through the management team, for the leadership and productivity of all municipal operations such as Finance and Administration, Assessment and Taxation, Protective Services, Public Works, Planning and Economic Development, Broadband Services, Agricultural Services, and Recreation Services.
- ensures and sustains productive workplace practices such as minimal bureaucracy, open sharing and dissemination of information to all staff, a focus on customer service, productivity and cost effectiveness, and an organizational structure that supports and reflects such practices.
- ensures a focus on, and a measurement of, successful outcomes rather than outputs.
- ensures that all legislative requirements such as those of the *Municipal Government Act* and the County's bylaws and policies are adhered to.

**Council/Administration Liaison**

- assists, advises and informs Council on all municipal matters to assist Council to establish appropriate and well informed overall policy direction.
- ensures that Council is provided with well documented and researched agendas and reports with, where appropriate, alternative solutions, recommended courses of action, and cost benefit analyses.
- ensures that Council is provided with ongoing financial reports which provide an overview of what has been spent as opposed to budgeted and reasons for any significant variance.
- ensures that Council is provided with ongoing management reports that keep Council informed of major activities in each municipal area.
- works closely with the Reeve in establishing and reviewing Council agenda items, following through on decisions made by Council, informing of any potential political issues and maintaining ongoing open dialogue.
- ensures that the overall policy direction established by Council is adhered to.

**Planning and Development**

- responsible for ensuring appropriate short and long-term operational and strategic planning.
- provides ongoing leadership in marketing and promoting the development of the municipality at every opportunity, ensuring prospective businesses and residents are provided excellent information, assistance, and service.

**Customer Service/Public Relations**

- responsible for ensuring an ongoing survey of customer needs, the measurement of how successfully those needs have been met, and maintaining high standards of customer service.
- maintains productive public relations at all times; regularly attends community events, regularly visits local businesses and various community groups, and represents the municipality at various official functions, committees, associations, other levels of government, etc.

More specific functions are outlined in Attachment A to this Position Profile.

**DESIRED GENERAL COMPETENCIES AND BEHAVIORS**

The incumbent is expected to demonstrate the following competencies and behaviors in order to successfully fulfill the responsibilities of the position:

- A constant awareness of who the customer is, both internal and external, and a recognition of the customer's needs at all times.
- A high degree of integrity and honesty.
- Excellent interpersonal skills in dealing with the public, staff, businesses, Council, and senior officials in other organizations under all types of conditions; maintaining a positive and supportive approach.
- Ability to foster, sustain, and role model productive management practices and a positive team environment; sharing expertise and knowledge to support, coach, and develop other staff.
- A high degree of personal initiative with excellent planning and organizational skills covering a wide variety of functions.
- Continuing up-to-date knowledge, personal education, and development in all aspects of general management, municipal governance organizational development, and human resources management.
- Ability to provide overall leadership through personal example for all staff and in support of Council and the community.

**DESIRED KNOWLEDGE, EDUCATION AND EXPERIENCE**

- University graduation plus required training and education in local government administration or an equivalent combination of education, training, and experience.
- An excellent overall knowledge of municipal government affairs.
- Familiarity with the *Municipal Government Act* and the municipal government legislative process
- An excellent knowledge of, and familiarity with, best management and business practices.
- Experience in strategic planning, organization development, project management, and labour relations
- Several years of prior senior level management experience in a municipal and/or business environment.

### ATTACHMENT A

In addition to the general position responsibilities, the Chief Administrative Officer is responsible for the following functions under the direction of County Council:

- Direct, control, and coordinate the activities of all County departments with a focus on teamwork and communication
- Provide leadership to the senior management team via mentoring, guidance, and support
- Establish the structure of the administration of the County, including the managerial and communication hierarchies
- Establish policies and procedures for the effective and efficient administration of County functions
- Ensure that all policies and programs of the County are implemented
- Advise and inform Council of the operations and affairs of the County
- Ensure the County's Business Plan is updated on a regular basis, and that Council's strategic objectives are implemented. Assist Council with long-range strategic planning.
- Directly, or through the General Managers, hire, supervise, direct, monitor performance, discipline, and terminate all County employees
- Negotiate union contracts in cooperation with the General Managers.
- Ensure accurate and detailed preparation of annual operating and capital budgets; monitor and control municipal expenditures within the budgets established by Council
- Ensure County funds are invested in a sound and fiscally responsible manner
- Advise and make recommendations to Council about the financial condition of the County and necessary financial policies and procedures
- Ensure the accurate accounting of the financial affairs of the County and report to Council as required
- Attend all Council meetings and other Board and Committee meetings, as required
- Prepare, for Council's review and action, such reports and recommendations as required to effectively and efficiently deal with issues requiring Council's attention. Ensure Council direction is implemented in a timely manner.
- Provide advice and guidance to the County's municipally-controlled corporation.
- Maintain effective communication with the Reeve and Council to optimize the CAO/Council relationship. Ensure Council's understanding of its mandate and responsibilities.
- Build strategic relationships with senior administration of provincial and federal government ministries to enhance the County's image and maximize collaborative opportunities
- Proactively explore opportunities for intermunicipal cooperation and other partnership initiatives amongst neighboring municipalities within the Beaver County region
- Actively participate in the health and safety program