

Job Title	Chief Administrative Officer		
Manager's Job Title	Mayor and Council	Salary Grade	As per contract with Mayor and Council
Department	Administration	Date Created	April 27 th , 2021

Chief Administrative Officer

Reports To

Mayor and Council

Job Summary

Reporting directly to the Mayor and Council, the Chief Administrative Officer (CAO) is responsible for the overall administration of municipal operations and finances, providing advice and support to Council, ensuring that the organization meets its operational needs and accomplishes objectives, and ensures that the municipality is operating in accordance with the legislated requirements of municipalities.

The CAO carries out the duties established in Section 207 and 208 of the *Municipal Government Act (MGA)* as well as all additional responsibilities established through Town policies, bylaws and resolutions. The CAO works closely with Council at a strategic level in developing objectives, as well as in developing and implementing policies, procedures, and programs.

He/she is the administrative head of the municipality and as such is responsible for coordinating and directing the affairs of the municipality. The CAO develops and maintains an effective organizational structure that is able to meet Town needs and objectives. He/she must maintain professional and effective relationships with Council, other governments, community groups, residents, and staff.

Responsibilities:

In addition to the legislated requirements set out in the *MGA* and the responsibilities established in Town bylaws and resolutions, the CAO shall perform the following duties:

Advice and Support for Council:

- Coordinates, directs, and supervises the implementation of the policies and programs of Council and regularly reports the progress to Council;
- Reviews the Town's organizational structure regularly and recommends to Council any changes to improve operating effectiveness and efficiency;
- Frequently reports to Council on the effectiveness of its bylaws, policies, and programs and recommends changes where necessary to achieve Council's objectives;
- Attends, or is represented by a designee, all meetings of Council, and assists in the decision- making process by providing advice, guidance, and consultation as required;
- Ensures Council receives all information and reports it requires to make effective policy decisions and monitors the effectiveness of administrative operations;
- Coordinates and directs administrative presentations to Council on policy proposals and on-going municipal operations and making recommendations where appropriate.



Head of Administration:

- Catalogues the policies of Council and ensures that information concerning these policies is distributed to and understood by the relevant staff;
- Directs and coordinates the activities of the Town's departments;
- Ensures that all bylaws and resolutions of the Town are enforced;
- Oversees the Town's Human Resources and:
 - Develops personnel policies and programs covering the selection, compensation, training, development, retention, appraisal, and placement of Town employees;
 - Hires, promotes, disciplines, demotes, suspends, terminates, transfers, and directs all Town employees;
 - Recommends to Council proper staffing levels, salary adjustments, benefits, and working conditions;
 - Ensures performance reviews are conducted on all staff, on an annual basis at a minimum.
- Ensures the prompt and proper handling by administration of all requests, inquiries, and complaints by Town residents including the establishment of procedures for handling complaints;
- Promotes an ethical, effective, and rewarding work environment.

Management of Finances and Operations

- Develops comprehensive procedures concerning the Town's budget preparation and financial reporting, including:
 - Preparing and submitting to Council the annual operating and capital budgets with appropriate explanation and substantiating information;
 - Preparing and submitting to Council revenue and expenditure reports compared with the approved budget along with explanations of significant variances;
 - Recommending cost reductions where possible without substantially altering existing programs;
 - Reporting to Council any other financial matters that relate to the affairs of the Town.
- Ensures that proper financial system and controls are developed and implemented in order to maximize the accountability and effectiveness of resources.

Community and Intergovernmental Relationships

- Acts as the Town's liaison between other municipal governments, the RCMP, provincial governments, and federal government;
- Keeps informed of governmental and community affairs and ensures that Council and Town employees are made aware of significant trends.

Qualifications and Experience:

- Completed post-secondary degree in public or business administration, or a relevant field, is preferred;
- Completed or working towards a designation in local government administration is preferred;
- Experience in municipal government administration or a related field;
- Minimum of 3 years of senior management experience;
- Experience working with boards, committees, and/or councils.

Competencies:

- Ability to provide leadership in the development, implementation, and management of a variety of municipal services and to provide well researched guidance to Council and all staff;
- Visionary leadership with the ability to set achievable organizational goals and communicate them effectively, ensuring that these goals are implemented;
- Ability to identify and assess current and future community needs and recommend strategies for achieving short and long-term needs;
- Demonstrates a high standard of personal values and ethics and serves as a role model for the organization by acting in a fair, consistent, and principled manner;
- Problem-solving skills and the ability to think innovatively for new and better solutions;
- Proven ability to liaise professionally and effectively with Council, other elected officials, residents, businesses, community groups, and other levels of government;
- Stays informed of political, economic, and social trends and developments with an ability to foresee the political, economic, and social implications of decisions;
- Thorough understanding of the financial, budgeting, and reporting process, as well as the analytic ability to prepare reports and compile information for Council;
- Sound and comprehensive knowledge of the legislative and regulatory requirements and processes affecting municipalities;
- Presents written and verbal information in a clear, open, and honest manner;
- Has an open and consistent approach to working with others and possesses strong relationship and interpersonal skills, with the ability to build relationships and develop/maintain partnerships;
- Strong interpersonal skills with a proven ability to build a positive team environment and provide guidance and support for Town staff;
- Ability to manage, mediate, and resolve conflicts and disputes;
- Assigns staff with clear responsibilities, establishes and measures performance goals, and provides sufficient feedback to achieve quality and timely results;
- Ability and willingness to adjust to various and changing work demands, as well as handles day-to-day work challenges with confidence.