

**MUNICIPALITY OF WEST PERTH
JOB DESCRIPTION**

POSITION TITLE:	Chief Administrative Officer (CAO)	
Department:	Administration	
Reports to (Title)	Mayor and Council	
Job Description last updated on (Date):	Approved by Executive Committee April 17, 2023	

POSITION DETAILS	
Position Status (full-time/part-time/seasonal)	Full-Time
Pay Method (salary/hourly)	Salary
Normal Workweek (# of hours)	37.5/hrs + meetings
Overtime Status (paid/unpaid/rate/after x# hours)	As Per Personnel Policy
Benefits:	OMERS? YES / NO Group Benefits? YES / NO

GENERAL DESCRIPTION (OVERVIEW) OF POSITION

1.	Scope of position (3-4 sentences maximum)
<p>Reporting to the Mayor and Council, the Chief Administrative Officer (CAO) exercises general control and management of the affairs of the corporation for the purpose of ensuring the efficient and effective operation of the municipality. The CAO supervises the Senior Leadership Team including:</p> <ul style="list-style-type: none"> • Manager of Legislative Services / Clerk • Manager of Finance / Treasurer • Operations Manager • Manager of Recreation, Facilities, Parks and Trails • Chief Building Official • Fire Chief • Head Librarian / Library CEO in coordination with the Library Board <p>The CAO acts as the Human Resources Manager for the Municipality and supervises the Human Resources Coordinator. The CAO position is also the lead staff person on economic development, strategic planning and real property purchases and sales.</p>	

2.	Key Responsibilities
<p>a. The CAO is the general manager of the Municipality and Acts as the chief policy advisor to the Mayor and Council, Boards, Committees and staff.</p> <p>b. Provides leadership, supervision and coaching to the Senior Leadership Team to ensure effective and efficient implementation of all operations and services.</p>	

<p>Works with each member of the Senior Leadership Team to leverage their individual technical skills and support the implementation of their department responsibilities.</p> <p>c. Establishes and communicates a strong strategic focus for the municipality. Responsible for the regular review and update of the Strategic Plan and annual consideration of strategic priorities of the Municipality to guide the capital and operations budget process.</p> <p>d. Oversees the financial control of all departments with the technical management and leadership of the Manager of Finance/Treasurer and applicable finance policies and procedures.</p> <p>e. Oversees the Municipality’s Human Resources functions to ensure fairness, consistency and equity in the way work is performed. Responsible for the administration of compensation, terms of service, staff development and occupational health and safety aspects of the corporation. Supervises the Human Resources Coordinator and engages the services of Human Resources specialty expertise as needed to support the organization.</p> <p>f. Sets standards and exercises direction by applying contemporary management practices and acts within the authority that is given by Council. Action is controlled by relevant legislation and Council policy.</p> <p>g. Serves as the principal communication link between Council (policy), staff (administration) and all the organizations and individuals with which the Municipality interacts. Serves as the principal administrative spokesperson for the organization.</p> <p>h. Responsible for the effective risk management, liability control and due diligence measures of the organization.</p> <p>i. Oversees all real property purchases and sales of the Municipality ensuring the efficient management of real estate and proper legal and administrative procedures are followed.</p> <p>j. Acts as the Community Emergency Management Coordinator (CEMC) or Alternate CEMC as necessary.</p> <p>k. Establishes liaison and positive relationships with the business community and serves as the lead economic development professional for the Municipality.</p> <p>l. Maintains contact with other municipalities and levels of government.</p> <p>m. Participates in interdepartmental and intergovernmental projects as required.</p> <p>n. Attends all Council meetings and the meetings of designated committees.</p>

SECTION A: SKILLS

1.	Knowledge
a)	Education – minimum education required
	University Degree in public administration, business administration or a related program or an applicable equivalent. An applicable Masters Degree, directly applicable certificate program(s) or directly applicable professional accreditations are an asset.
b)	Formal Training (designation (s) or certification (s)) required:
	A Certified Municipal Officer (CMO) designation is preferred. Formal training or

certificates in areas of Human Resources, Public Administration, Business Administration or other applicable area of emphasis would be beneficial.	
c)	Experience - Minimum number of years of related work experience necessary to achieve proficiency on the job.
A minimum of five years of experience in a directly applicable senior management role in a municipality or similar organization is required.	
d)	Other key skills necessary to achieve proficiency on the job. Examples: time management, organizational skills, leadership, computer knowledge, knowledge of local by-laws, knowledge of municipal statutes, knowledge of Ontario Statutes, certain licenses, ability to handle certain equipment, dexterity and so on.
Knowledge of municipal administration, management and business planning and a high level of political acuity.	Analytical skills to initiate and execute programs, to identify and resolve problems and to formulate relevant policies and procedures.
Knowledge of by-laws and related legislation and regulations as they apply to the Municipality such as the Municipal Act, Municipal Elections Act, Planning Act, Municipal Freedom of Information and Protection of Privacy Act, Employment Standards Act, Human Rights Code, Occupational Health and Safety Act, etc.	A strong knowledge of multiple municipal core service areas including municipal finance, land use planning and regulation, by-laws and enforcement, road, water, wastewater and solid waste operations, recreation and facilities, real property law, insurance and risk management, emergency management and customer relations.
Negotiating skills to resolve organizational and inter-departmental challenges.	Ability to work in a fast-paced environment and meet multiple and often competing deadlines
Human Resources (HR) experience with recruiting, supervising, motivating, and coaching staff. Also experience with HR policy development and implementation.	Able to understand and manage complex information. Information is often sensitive and confidential.
Thorough knowledge of municipal government operations including finance, public works, recreation/community services, planning and a sound knowledge of contemporary operation systems and procedures.	Leadership and management abilities that are oriented to municipal administration. Skills including problem solving, decision making, group facilitation, team building, consensus building, and negotiation are critical.
Skilled with use of Microsoft Office Programs and other software and tools used in a modern, fast-paced office environment.	Excellent written and verbal communication and public relations skills with the ability to manage disruption and conflict.
Extensive experience in an office environment.	Organizational and time management skills with the ability to prioritize and to multi-task.

Ability to attend evening meetings.	Valid driver's license is required.
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2.	Decision Making – judgment, problem solving, creativity, initiative and analysis.
	<ul style="list-style-type: none"> • The CAO is the most senior staff position in the municipality. • Problems usually have no set pattern, not routine. • Sometimes required to make decisions with limited information. • Some decisions are highly complex and could have a significant impact on the municipality. • Complex problems and policy exceptions are referred to the CAO and in some cases, consultation with Council may be required. • Large degree of independent work, but ultimate authority comes from Council. • The CAO makes many operational decisions independently within a broad policy framework. • Decisions made by this position represent the entire municipality. • Responsible for the delegation and implementation of decisions made by Council.

3.	Communication – written, verbal and interpersonal Professional, accurate and concise oral and written communications required. Able to prepare reports, make presentations and to respond to impromptu situations. Excellent interpersonal and communication skills are essential
a)	Internal contacts (council, managers, non management staff)
	<ul style="list-style-type: none"> • Advises and assists the Mayor and Council in the development and evaluation of policies and priorities. Guides the conduct of Council business within the terms of legislation and the procedure by-law. Provides reports to Council on administrative issues. Offers remedies to complex, disruptive and difficult situations. • Sets the standard and tone for administrative practices with staff. Provides direction, guidance, encouragement, and leadership through the chain of command. Ensures that all statutory, operational, advisory and customer service functions are carried out effectively.
b)	External Contacts (general public, suppliers, government, professionals, boards, etc)
	Acts as the principal administrative spokesperson and delegates communications duties as appropriate. Ensures that correct and timely information and services are provided to the public. Exchanges information that is in the best interest of West Perth. Contacts include engineers, solicitors, auditors, external boards and commissions, other municipalities, other technical advisors and provincial ministries. External contacts also include members of the business community, residents, taxpayers, ratepayers and visitors to West Perth.
	Nature of the communications:

- Communicates at both the general level and at a detailed issue specific scale depending on the situation.
- Spends a part of each day in varying levels of communication with varied contacts.
- Large volume of information which is often complex and detailed and can include confidential information.
- Represents the Municipality at various functions.
- Speaks on behalf of the entire municipality to the general public, media and other contacts as required.
- Must be reasonably available during non-business hours to deal with urgent issues.
- Due to the senior leadership and high-profile nature of the role, actions of the CAO represent the municipality at all times.
- Communication of highly complex information, negotiation, and communicating with difficult people and in difficult situations are regular occurrences.

SECTION B: EFFORT

1.	Mental Effort – concentration and attention, complexity and analysis required and mental fatigue.
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| | <ul style="list-style-type: none"> • High level of mental fatigue due to extended periods of concentration involving attention to complex details and analysis. |
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2.	Physical & Manual Effort, manual dexterity, complexity, volume of work, sensory requirements, and physical fatigue.
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| | <ul style="list-style-type: none"> • Position requires minimal physical and manual effort. Dexterity required to perform computer and general office related duties. Minimal physical fatigue. |
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SECTION C: RESPONSIBILITY

1.	Program Delivery: contact with the public, public relations, accountability, accuracy, consequence of errors, degree of independence in development/evaluation of programs/services, responsibility for policies and procedures, responsibility for planning
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| | <ul style="list-style-type: none"> • Highest level for all programs/ services performed by the municipality. • Frequent contact with the public. Accountable to the public for all programs and services. • Accountable for overall coordination of policies and procedures for all programs/services of the municipality. |
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2.	Human Resources: personnel policies and procedures, supervision, health and safety, training
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- Acts as the Human Resources Manager and takes a leadership role in setting organizational policy and commitment to valuing diversity at all staff levels in the Municipality.
- Orients, supervises and ensures performance reviews are done with all Senior Leadership Team members and all direct reports.
- Ensures effective supervision of all municipal employees, workers and the Volunteer Fire Department.
- Responsible to establish and maintain human resources and health and safety policies and procedures.
- Oversees implementation of all human resources functions.
- Obtains approval from Council as required.

3.	Material & information resources – equipment, property, data records and software, confidentiality
	<ul style="list-style-type: none"> • Responsible for the safekeeping and maintenance of material and information resources for the entire municipality. • Ultimate responsibility to approve purchases for municipality. • Ultimate responsibility for policies and procedures relating to material and information resources. Makes recommendations and obtains approval from Council as necessary. • Generally attends all meetings of Council and designated committees.

4.	Financial Resources – budgets, treasury, accounting and confidentiality
	<ul style="list-style-type: none"> • Ultimate authority for financial resources, budgets and spending of the entire municipality. Responsible to ensure qualified staff and policies and procedures are in place to support all financial management best practices and obligations. • Provides leadership and assistance to the Manager of Finance/Treasurer in the preparation and compilation of the annual budget.

SECTION D: WORKING CONDITIONS

1.	Physical surroundings and hazards
	<ul style="list-style-type: none"> • Works in a pleasant predictable office environment. • Minimal exposure to hazards. • Minimal risk of injury. • The CAO workload is complex and can involve competing priorities and rigid deadlines.
2.	Mental Environment – interruptions, dealing with public, deadlines, control of work schedule, monotony, social disruption

- Sometimes works in a disagreeable environment related to situations with public discontent, staff conflict.
- Frequent Interruptions.
- Constant contact with the Public.
- Constant deadlines requiring prioritization and may be required to flex work periods to meet critical deadlines.
- Attends approximately 3 – 4 evening meetings per month.
- Mental effort is considerable and subject to many interruptions

SECTION E: APPROVAL

Employee Approval I have reviewed the above job description and agree it is accurate and complete.	
Name	
Signature	
Date	

Executive Committee Approval The Committee has reviewed the above job description and agree it is accurate and complete.	
Executive Committee Chair Name	
Executive Committee Chair Signature	
Date	

Council Approval Council has reviewed the above job description and agree it is accurate and complete.	
Mayor Name	
Mayor Signature	
Date	