



Executive Assistant to the Mayor and CAO

The Opportunity

The Town of Grimsby is committed to building a future that welcomes innovative new ideas while protecting and preserving its distinct heritage. It is a place where leaders are committed to sustainability and honouring Grimsby's treasured natural setting. Grimsby has become a sought-after community where residents enjoy waterfront living, historic neighbourhoods, active living, and world class natural amenities. It is conveniently located in the Greater Toronto and Hamilton Area (GTHA) in a region that is home to Niagara wineries, agriculture, cuisine, and internationally recognized attractions.

This role will provide the successful incumbent with the opportunity to work in the Office of the CAO, introducing them to all key business areas within municipal government. Working in partnership with the CAO, Mayors Office and Corporate Leadership Team, the Executive Assistant will work on an array of corporate projects and initiatives. This position offers an excellent platform for those looking to kick start their municipal government career, and will provide the opportunity to build a strong skill set necessary for success in the public service.

The Portfolio

Reporting to the Chief Administrative Officer (CAO), Executive Assistant provides administrative and executive level support, and acts as the primary point of contact for the offices of the Mayor and CAO. The Executive Assistant manages a variety and high volume of sensitive and high-level communications to and from the CAO's Office ensuring consistency, timeliness and appropriateness. This position interacts with the Mayor, Members of Council, representatives from businesses, community organizations, the public, and all levels of Town staff.

Responsibilities include preparing correspondence, briefing notes and reports, including Council and Committee Reports; taking minutes at meetings, scheduling meetings and appointments; coordinating administrative and support functions for the Department; maintaining filing systems; conducting research; responding to and/or redirecting inquiries/communications; and completing special projects as assigned.

This position is uniquely situated to have access to all manner of confidential and/or politically sensitive materials and absolute discretion is essential.

The Candidate

As a candidate for this position, you possess a post-secondary degree in Public Administration, Public Relations/Communications and have a minimum of three (3) years of progressive experience in a senior administrative or executive support in a broad role as defined in the portfolio. You are experienced in managing projects, coordinating cross-departmental assignments and preparing executive level correspondence. You possess excellent

communications skills and sound judgement to provide strategic and tactical advice to support senior decision makers.

Working for the Town of Grimsby

The Town of Grimsby offers candidates for this position a competitive employment package that includes a salary range between **\$68,261 and \$83,050** and a comprehensive benefits plan.

The Town of Grimsby is a progressive employer committed to supporting employees' work-life balance while also fulfilling business goals and providing a high-performance work environment. The Town also supports the health and wellness of our employees; a commitment that is demonstrated through free access to Town recreation facilities for employees and flexible working arrangements.

If you are excited by this opportunity, we are excited to hear from you! We invite you to submit your application to hr@grimsby.ca **September 4, 2024, at 4:30 PM**. Please quote the posting number in the subject line.

A full job description can be found below or visit www.grimsby.ca under "Career Opportunities".

Posting #: 54-2024

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources (hr@grimsby.ca) to make appropriate arrangements.

The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.

Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.



JOB POSTING

Executive Assistant to the Mayor and CAO

Office of the CAO

1. Administrative and Strategic Support to the CAO (40%)

- 1.1 Schedules and maintains appointments for CAO, as well as checkpoint meetings for all staff reporting to CAO ensuring all relevant documentation and background information is available.
- 1.2 Maintain records and files specific to the CAO, some of which are highly confidential, including human resources, legal and in-camera reports.
- 1.3 Compose responses to routine correspondence and compose draft responses to specific correspondence, sometimes of a confidential and/or sensitive nature.
- 1.4 Works closely and effectively with the CAO to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- 1.5 Prepare, format, proofread, edit or revise correspondence, reports (including all Council and Committee reports), spreadsheets and presentations, including application of accessibility standards (AODA) where applicable.
- 1.6 Liaises with departments and other coordinating bodies to ensure materials meet all deadlines.
- 1.7 Manages issues and communications for the CAO's office (e.g. media inquiries, complaints, issues raised by stakeholders).
- 1.8 Coordinates activities in response to emerging and contentious issues on behalf of the CAO including liaison with Members of Council, departmental directors, staff and the public.
- 1.9 Acts as a "barometer", having a sense for the issues taking place in the environment and keeping the CAO updated.
- 1.10 Provides liaison with senior management staff on issue management and closing the loop on directions/actions.
- 1.11 Establishes and maintains effective partnerships with a wide variety of internal and external stakeholders.
- 1.12 Prepares specialized and/or confidential work, projects, files and reports, including speaking notes and presentations for meetings and conferences, Council reports and presentations.
- 1.13 Performs logistical and secretarial support for Corporate Leadership Team meetings, preparing a schedule of meetings, agenda packages, attending meetings to record proceedings and performing follow-up tasks.
- 1.14 Performs special assigned tasks on behalf of Corporate Leadership Team.
- 1.15 Co-ordinates conference registrations, meetings and hotel and travel arrangements for the CAO.
- 1.16 Accountability for day to day operations of the CAO's Office including attendance, , financial processes including preparing and processing expense reports for the CAO and Mayor's office, holding and tracking credit card receipts for corporate credit cards, strategic priority status and agenda management.
- 1.17 Provides functional guidance and mentorship to Corporate Leadership Team administrative support staff on matters related to Corporate Leadership Team

decisions and discussions, providing support on managing priorities and coordinating meetings.

- 1.18 The EA provides backup administrative support to the CAO team/administration leads (Office of the Clerk, Economic Development, and Human Resources) and Corporate Leadership Team as required.

2. Administrative and Strategic Support to the Mayor (10%)

- 2.1 Receives calls for the Mayor's office, documents the inquiry and responds appropriately.
- 2.2 Directs and/or escalates issues to internal or external parties (e.g. Mayor, Town of Grimsby Department(s), Region of Niagara, MPP or MP offices, etc.) to coordinate a response.
- 2.3 Receives event invitations and schedules participation. Co-ordinates conference registrations, meetings, hotel and travel arrangements.
- 2.4 Coordinates arrangements for special events involving the Mayor and Council. Prepares and sends invitations, collects and records RSVPs, makes arrangements with the venue including catering, orders materials and items for the event and coordinates other event arrangements, including day-of event support.
- 2.5 Coordinates stakeholder consultation and prepares material for annual public engagement Mayor and Council Information Nights in collaboration with the Clerk's office.
- 2.6 Submits delegation requests and prepares briefing notes and speaking notes for annual conferences (FCM, AMO and ROMA).
- 2.7 Prepares announcements for Committee of the Whole and Council meetings.

3. Special Projects (25%)

- 3.1 Supports the CAO in strategic and operational planning efforts including the tracking of progress on Council's strategic priorities.
- 3.2 Coordinates consistent customer service standards across Town Hall with the service innovation team to modernize the Town's customer service tools with automation (web site, automated phone, etc), collect and analyze public and internal metrics regarding customer service improvements and implement corporate wide customer service standards and protocol.
- 3.3 Draft and submit both annual and one-time grant applications for various departments (examples: Public Realm Investment Program, Municipal Modernization Program) in addition to tracking grant submissions across the corporation to assist with annual budgeting processes.
- 3.4 When required, assist CLT and department Directors with department specific projects such as preparing public facing project summary reports, organizing/coordinating Council workshops, etc.
- 3.5 Coordinates with Clerk's office to create and administer training to corporate administrative staff (example: AODA training).
- 3.6 Organizes, or assist in organizing, social team-building events for CLT and the corporation on behalf of the CAO/Mayor's Office (example: employee appreciation).
- 3.7 Works with other CAO Office staff, HR and Town leads to assist with coordination of People Leadership Summits, new hire orientations and other corporate events.

- 3.8 Assists with municipal elections including providing information to candidates and the public.

4. Communication and Intergovernmental Relations (15%)

- 4.1 Prepares memos, communications to Council, letters, reports and other confidential correspondence as required for the CAO and Corporate Leadership Team.
- 4.2 Drafts and provides support and coordination to departments in the preparation of media releases.
- 4.3 Drafts and provides support to HR in the preparation of internal communications to enhance staff engagement.
- 4.4 Prepares all staff and Council communications with the CAO.
- 4.5 Act as communication link between CAO, Mayor and Council, government agencies, other agencies, senior management, staff and the general public.
- 4.6 Responds to inquiries/complaints received, public complaints and/or inquiries directed to CAO and Mayor and/or redirects to CLT as appropriate.
- 4.7 Proactively identifies current and emerging issues and government policy directions of interest to the Mayor, CAO, Council, and staff and assesses and advises on the impact on Town programs. Researches those issues and assesses the intersection with various ministerial statements, reports and briefings.
- 4.8 Establishes consultation municipalities, interest groups and networks with colleagues and officials in other local area.
- 4.9 Coordinates arrangements and prepares materials for federal, provincial and community committee meeting attendance (e.g., FCM, AMO, ROMA, Regional CAO's, Area Municipal CAO meetings, OMAA).
- 4.10 Sits on Local Area Municipality working groups to contribute to Regional objectives and projects.

5. General Administration (5%)

- 5.1 Acts as liaison on behalf of the Mayor and CAO ensuring competent and proficient first point of contact for these offices.
- 5.2 Responds to escalated front desk issues (e.g. complex inquires, escalated complaints) from visitors, residents and others, and inquires for the Mayor, Town Clerk and CAO, at times of a confidential nature.
- 5.3 Commissions documents for the public at the front counter in the Town Clerk's absence.

6. Other (5%)

- 6.1 Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Town by-laws, policies, procedures, and guidelines.
- 6.2 Other related duties, as assigned.
- 6.3 The incumbent may be required to use their personal vehicle to travel to Town facilities, meetings, events, etc.
- 6.4 The incumbent must maintain the ability to travel in a timely manner to Town facilities, other offices, work locations or sites as authorized by the Corporation for business reasons.

The successful candidate will possess the following:

Education

- Post-secondary degree in Communication/Public Relations and/or Public Administration, or related field.

License, Registration and Training

- Valid and unrestricted Class “G” driver’s license with access to reliable transportation and be able to travel to various work locations across the Town.

Experience

- Five (5) years of progressive experience in a senior administrative or executive support role related to the duties listed above.
- Considerable experience in managing projects and coordinating cross-departmental assignments.
- Experience in preparing executive level correspondence and reports.

Knowledge/Skills/Abilities

- Knowledge of municipal government structures, procedures, protocols and practices.
- Experience in handling highly sensitive material and information in a confidential and professional manner.
- Excellent communications skills (both oral and written) with the ability to communicate with all levels of staff, stakeholders and the public.
- Proven ability to work independently with strong organizational skills, including the ability to prioritize workloads, multi-task, and work on concurrent assignments with strict deadlines.
- Demonstrated political acuity and sound judgment to provide strategic and tactical advice and support to senior decision makers.
- Ability to synthesize large amounts of information into concise briefing/ summary materials.
- Knowledge of procedural protocols (i.e. ministerial visits, etc.).
- Strong interpersonal skills including the ability to work effectively with the public and other co-workers and staff.
- A team-oriented person with demonstrable initiative, change management skills, and a strong attention to detail.
- Ability to work in a fast-paced work environment.
- Advance skills in Microsoft Office software including Word, Excel, PowerPoint, and Outlook.

A combination of education, training, and experience may be considered.