



Municipality of Lakeshore

Job Description - CAO

Position: Chief Administrative Office (CAO)

Salary: Grade 16, Non Union

Reports to: Council, Municipality of Lakeshore

Purpose of Position:

The Chief Administrative Officer (CAO) is responsible and accountable to the Council of the Municipality for the day-to-day management of the municipality and leadership to the Administration. As the leader of the Municipality's Corporate Leadership team, the CAO is responsible for ensuring that Council's directives are carried out in an effective and efficient manner. Under Council's direction, the CAO will be responsible for leading the workforce, financial and physical resources of the municipality.

Under the Municipal Act, the CAO is responsible for: overseeing the implementation of council's decisions and establish administrative practices and procedures to carry out council's decisions; overseeing research and managing the provision of advice to council on the policies and programs of the municipality; and, carry out the duties as prescribed under the Act.

Qualifications & Experience:

- 4 year University degree in business administration, public administration, engineering, planning, accounting, law or other related discipline or equivalent experience.
- 10 years of progressive experience at senior leadership level.
- 15 years of experience in Municipal operations or equivalent.

Knowledge & Skills:

- Demonstrate strong organizational and leadership skills.
- Sound knowledge of corporate administration and business planning and management.
- Thorough knowledge of municipal government operations including finance, engineering, public works, recreation, planning, etc.
- Knowledge of all By-laws and related legislation and regulations as they may apply to the municipal corporation.
- Leadership and administrative skills to plan, direct, mentor and supervise employees and to coordinate the functions of the CAO's office.
- Analytical skills to initiate and execute programs, to identify and resolve problems and to formulate policies and procedures relevant to same.
- Excellent negotiating skills to resolve organizational and inter-departmental conflicts and to participate in the collective bargaining process as required.
- Excellent verbal and written communication skills to prepare reports and minutes, make presentations to Committees and Council and to coordinate policy advice to present sound, practical recommendations to Council.
- Knowledge of OHSA and health and safety requirements and responsibilities.

Major Responsibilities:

- The CAO, through policies and procedures as directed and instituted by Council, shall exercise general control and management of the affairs of the Municipality for the purpose of ensuring the efficient and effective operation of the Municipality.
- Lead and direct the leadership team and administrative operations of the municipality.
- Strategic planning, organizing, directing and controlling administration of the Municipality with the objective of providing efficient and effective municipal services in accordance with the policies, practices and vision of Council.
- Coordinate the development and implementation of short and long-range operating plans and strategies for the municipality.
- Coordinate all the reports and recommendations of department heads.
- Coordinate Council's direction to staff.
- Organize and supervise the effective and efficient implementation of Council's policies and programs and ensure compliance with all relevant statutory and regulatory requirements.
- Ensure the efficient operation of the municipality's administration, including developing the skills of the Department Heads and their staff and motivating all staff to foster productivity, professionalism and high morale.
- Keep abreast of all departmental operations through frequent meetings with heads of departments to give consideration to coordination of activities, recommendations and concerning policies, plans, budgets and effective implementation of same.
- Communicate and interface with the Mayor and Council and with the general public on all administrative matters as required.
- Establish liaisons and positive relationships with the business community and with other boards and authorities and upper levels of government and act as spokesperson on behalf of the municipality.
- Serve as policy advisor to the Council.
- Consult with internal and external contacts to coordinate Council submissions, and to obtain all appropriate background information to submit to Council in order to make decisions.
- Prepare and present policies and recommendations to Council. Propose by-laws, resolutions and other action by Council.
- Coordinate and finalize the preparation of budgets for consideration by Council and its Committees. Administer approved budgets within parameters set by Council.
- Any other duties as assigned by Council.

Decision Making & Judgement:

- Work is performed under the guidance of the Municipality Council. Access is available to other municipal CAO's for the exchange of information as required.
- Acting as Chief policy advisor to Council and recommending, formulating and participating in inter-departmental and inter-governmental projects as required.

- Directing the focus of the corporate administration to accomplish the approved plans for the year.
- Coordinating and reviewing operating and capital budgets in cooperation with other Corporate Leaders prior to submission to Council.
- Providing leadership and direction to employees of the Corporation, ensuring the effective direction and management of human resources.
- Developing and recommending short and long range planning for the municipality in co-operation with the other members of the Corporate Leadership Team for approval by Council.
- Establishing effective and efficient operation of the Corporation taking into account all legislation, regulations, policies and standard practices and guidelines.
- Overseeing the Corporate Leaders and Division Leaders in the operation of their respective departments and divisions.
- Developing departmental and organizational levels of service for Council approval.
- Identifying and resolving problems for the Corporation as required.
- In consultation with the Corporate Leadership Team, developing effective and cost efficient services and respective appropriate recommendations for Council review.
- Developing strategies to maximize utilization of equipment and staff and to ensure effective training and development systems are implemented.
- Prioritizing workload, meet deadlines, be detail oriented and accurate.
- Demonstrating tact and discretion in handling matters of a confidential or politically sensitive nature and to maintain confidentiality.
- This role must become competent within the meaning of the Occupational Health & Safety Act. In addition, this position must become capable of recognizing work hazards and be able to translate same into operational recommendations and requirements.

Leadership Level:

- Oversees the direction of all employees within the municipal Corporation.
- Directly oversee the Corporate Leadership Team and the Executive Assistant to the CAO and the Mayor.
- Indirectly oversee all Municipal Staff.
- Oversee performance reviews, training, coaching, health & safety compliance and assisting with the planning and follow up of operational issues.
- Strategic planning of human capital resources in each area.
- Strategic planning of organizational design in each area.
- Establish goals and objectives for the Corporation.
- Coordinate all aspects of the operation of the corporation.
- Oversee the development and implementation of programs that will assist in delivering quality services and programs to the ratepayers.
- Provide leadership and to motivate staff to deliver quality service and programs to ratepayers.

- Assist in recruitment, training, setting objectives, performance management, vacation scheduling, lieu and flex time approval, etc.
- Identify and assist in addressing the professional needs of staff.

Financial Management Level:

- Oversees the development, implementation and compliance of the annual budget as approved by Council.
- Assist in setting service level goals and monitor against financial targets as approved by Council.
- Manage Administration department projects/programs.
- Project and manage financial variances as part of the monthly or quarterly review; monitor and control budgets in conjunction with finance staff.

Interaction Level:

- Must have strong organizational and leadership skills.
- Must have proven ability to establish and maintain effective working relationships with a diverse group of stakeholders and must be able to effectively manage multiple projects concurrently.
- Must be able to demonstrate excellent communication skills, both oral and written to provide advice and direction to Council, staff and the general public.

Internal:

- With all staff.
- With Council to present recommendations and reports, to respond to questions and to seek approval on issues/resolutions.

External

- With various government officials to obtain information on policy, to coordinate funding proposals and to discuss municipal problems/issues.
- With the business community to represent the municipality, to respond to issues, discuss development projects, etc.
- With the media to act as spokesman for the municipality relating to official ceremonies, presentations, local government concerns, etc.

Working Conditions:

Environment

- Works within an office environment.
- Some travel may be required.

Control over Work Schedule

- Works 35 hours per week. However, work is subject to deadlines and may be required to work overtime to handle workload.
- Required to attend Council meetings.
- Lieu time is capped at 35 hours per year

Core Competencies

Leadership	Strategic Planning	Problem Solving
Diplomacy, Tact & Discretion	Confidentiality	Policy Development
Communication	Coaching and Mentoring	Negotiating
Change Management	Prioritization	Organizational
Team Building	Financial Management	Innovation & Initiative
Report Writing	Approachable	Sound Judgement

Revision Log

Date	Change	Author	Re-evaluated
Jul 31/16	New format and general description changes		Aug 2016
Oct 2016	Changed grade level due to job evaluation and new pay equity ladder chart	Lisa Granger	Feb 19, 2019
Mar 2019	Updated job description with Council for new posting	Lisa Granger	
July 2021	Updated Management to leadership	Lisa Granger	