



## SAMPLE JOB DESCRIPTION – EXECUTIVE ASSISTANT TO THE CAO

### **Position Summary:**

Working/Reporting directly with the CAO, the Executive Assistant provides a wide range of administrative and executive level support, and acts as the primary point of contact to the **offices** of the CAO, Mayor and/or Councillors. The Executive Assistant

- provides executive support in a one-on-one working relationship;
- serves as a liaison to the senior management team;
- organizes and coordinates executive outreach and external relations efforts;
- works in a confidential environment, which requires a high level of tact, integrity, and confidentiality;
- establishes, and manages internal and external constituent relationships;
- performs a variety of administrative tasks while supporting the CAO, driving strategic priorities;
- undertakes special projects, conducts research, and provides functional guidance to administrative support staff and
- performs other related duties as assigned.

This position reports directly to the Chief Administrative Officer and is responsible for the effective and efficient administration of day-to-day operations in the Office of the Mayor and Chief Administrative Officer. The incumbent must possess a broad knowledge of municipal government, and the ability to apply this knowledge to promote an effective and organized office. This position involves considerable contact with municipal, provincial, and federal staff, elected officials, and the public. The position requires a person with confidential tact, political acumen, and exceptional work ethic.

<b>Reporting</b>	<b>CAO</b>
<b>Administration</b>	<b>Assisting the CAO and/or Mayor/Councillors(s) Offices with daily administrative duties and completing a broad variety of administrative tasks including, managing calendar(s), preparing for internal/external meetings (which includes events/presentations), arranging travel, preparing/editing correspondence(s), as they relate to the CAO Office(s). Communicating with staff of CAO/Mayor/Councillor matters and acting as a liaison between the public and community organizations.</b>
<b>Responsibilities/Accountabilities</b>	<ul style="list-style-type: none"> <li>✓ Handles work of a highly confidential nature, performs administrative, secretarial, and clerical support. Performs Executive functions for the Office of the CAO and/or the Office of the Mayor and City Councillors. The work performed requires the ability to work independently, and exercise considerable tact, judgment, and initiative.</li> <li>✓ Routinely researches material for the Office of CAO.</li> <li>✓ Compiles information and prepares remarks/briefing notes required for the CAO's use at speaking engagements, conferences, and presentations.</li> <li>✓ Review various Council and Committee Agendas, minutes, correspondence, media releases and publications to maintain knowledge and information on current issues to highlight for the CAO.</li> <li>✓ Plan and prepare information for meetings involving the Mayor and Members of Council, including collecting/assembling background material, agendas, minutes, presentation items and other special requirements as necessary.</li> <li>✓ Prioritize the Office of the CAO's workload and prepare schedules/itineraries including processing all incoming invitations and schedule their participation in special events with the respective organizations.</li> <li>✓ Interacts and maintains effective working relations with the public, members of City Council, provincial and federal politicians, the media, senior management and a number of City employees on a daily basis by telephone, in person, or electronically. The ability to recognize and respect the importance of confidentiality, and routinely exercise discretion, tact, and courtesy to those in contact with the Office of the Mayor and City Administrator is essential.</li> <li>✓ Assists the CAO with research, policy advice and suggestions for improvements to the organization.</li> </ul>

	<ul style="list-style-type: none"> <li>✓ Monitoring of the annual budget for the CAO's Office and do cashflow projections and budget transfers when required. Responsible for expenditures for the Office of the CAO.</li> <li>✓ Wherever possible, respond to general inquiries to conserve the CAO's time.</li> <li>✓ Coordinate and participate in several activities on behalf of the CAO's Office (i.e., events, civic receptions).</li> <li>✓ Assist in the preparation/scheduling of various appointments/meetings for CAO and/or Mayor/Councillor's Office(s) by contacting participants by telephone, letter, or e-mail, and in turn, providing necessary background information, arranging catering, booking meeting rooms, and other duties of similar nature.</li> <li>✓ Arrange travel and accommodations for CAO.</li> <li>✓ Maintain weekly attendance/payroll for the Office of the CAO.</li> <li>✓ Respond to and/or forward e-mail inquiries.</li> <li>✓ Arrange and prepare Agendas for meetings.</li> <li>✓ Perform other secretarial and clerical functions as directed by the CAO's Office (i.e. grievances, personnel issues, etc.).</li> <li>✓ Ability to use sound judgement, always maintain discretion and confidentiality and ability to manage multiple priorities from different sources.</li> </ul>
<b>Professional Skillset</b>	<ul style="list-style-type: none"> <li>• Post-Secondary Education in Office Administration or equivalent.</li> <li>• Minimum three to five years working in an executive or senior administrative role.</li> <li>• Excellent office management skills, including calendar management, time management skills, the ability to meet critical and irregular deadlines.</li> <li>• Strong decision-making and proactive approach to problem solving.</li> <li>• Advanced level of proficiency in Microsoft Suite applications.</li> <li>• Advanced level of proficiency in WebEx/ZOOM/Teams is an asset.</li> <li>• Experience in a municipal government setting, an asset.</li> <li>• Or, an acceptable combination of education, training and education.</li> </ul>
<b>Competencies</b>	<p><b><u>Core Competencies:</u></b></p> <ul style="list-style-type: none"> <li>• Acting with Integrity</li> <li>• Driving Continuous Improvement</li> <li>• Communicating Effectively</li> <li>• Serving Customers</li> </ul>

	<p><b><u>Skill Assessment Tool @ the City of Mississauga (COM):</u></b></p> <ul style="list-style-type: none"> <li>• Ability to be flexible</li> <li>• Ability to work collaboratively</li> <li>• Ability to be organized</li> <li>• Ability to influence</li> <li>• Ability to connect to people</li> <li>• Ability to demonstrate sound judgement</li> <li>• Ability to analyze</li> </ul> <p><b><u>Tech Trends:</u></b></p> <ul style="list-style-type: none"> <li>• Flexibility to incorporate new technology tools required.</li> <li>• Regular professional development with emphasis on technology.</li> <li>• Strong organizational and planning skills incorporating current office technology.</li> </ul> <p><b><u>What Senior Staff @ the City of Mississauga (COM) requested:</u></b></p> <ul style="list-style-type: none"> <li>• Organizational skills</li> <li>• Initiative</li> <li>• Attention to detail</li> <li>• <u>Adaptability</u>: manage internal/external relationships, resolve conflict, connect employees, learn new technology, train others on new equipment and technology.</li> <li>• <u>Flexibility</u>: ability and desire to work beyond their job description.</li> </ul>
<p><b>Working Condition/Physical Environment</b></p>	<ul style="list-style-type: none"> <li>• Office environment and “team concept”.</li> <li>• Required to exercise discretion when dealing with sensitive and confidential information.</li> <li>• Required to always maintain confidentiality.</li> </ul>