

## Town of Oromocto Job Description



**JOB TITLE:** Chief Administrative Officer

**FUNCTION:** The Chief Administrative Officer (CAO) is accountable for the management of the Town in accordance with the policies, direction and decisions of Council.

**RESPONSIBLE TO:** Town Council, through the Mayor

### **SUMMARY OF RESPONSIBILITIES:**

The CAO manages the day-to-day operations of the municipality, ensures quality in the delivery of programs and services to residents, and leads the creation of a positive and highly-engaged work environment.

As chief policy advisor to Council, the CAO provides effective advice and support to Council, provides recommendations to resolve issues, and develops and implements policies, programs, and initiatives as directed by Council.

The CAO is directly responsible for the supervision, development and succession of all Department Heads and indirectly responsible for the supervision of all unionized and non-unionized Town employees.

The CAO is responsible for attending Council meetings, providing advice and expertise to Council, performing liaison functions and cooperation with Base Gagetown and Oromocto First Nation and other duties as specified in legislation or by Council.

The CAO provides an economic development leadership role as an active participant in regional economic development initiatives, and by maintaining strong connections with the local business community and Chamber of Commerce. This position is responsible to develop strategies to support business growth in targeted areas, establish relationships with external business stakeholders who may be investment prospects, all in cooperation with provincial government staff, other municipalities, and industry organizations.

### **KEY DUTIES AND RESPONSIBILITIES:**

The following statements are intended to describe the nature and level of work being performed, but may not be an exhaustive list of all duties and responsibilities required for the position. Other duties and responsibilities may be assigned by Council or by the Mayor acting on behalf of Council.

#### **Municipal Administration**

- Acts as the primary link between Council and staff to ensure that staff have appropriate input into Council deliberations, and that Council decisions and directives are understood by staff and implemented in a timely, effective and efficient manner.
- Directs, coaches and motivates a team of municipal staff to manage the day-to-day operations of the municipality and deliver programs and services to residents in a manner that meets quality standards set by Council.
- Maintains and is responsible for securing the safety and privacy of all employee personnel records and files.
- Oversees the preparation of annual operational plans and the municipal budget, and once the budget is approved by Council works with the Treasurer and other staff to allocate funds and monitor expenditures and revenues to ensure financial accountability.

- Works closely with Council to foster a positive working environment, promotes effective communications, resolves problems and issues, and develops and implements strategies and policies to attract and retain employees.
- Oversees key aspects of human resources and management including recruitment and selection, training and development, employee engagement and performance.
- Ensures that an emergency response plan is in place in case of a disaster and, if necessary, directs operations from the Emergency Operations Centre.
- Delegates human resources, financial, property management, operational and administrative responsibilities appropriately to supervisors and other departments and agencies, and holds them accountable and transparent for results.
- Prepares, authorizes and reviews tenders/contracts to ensure appropriate terms and conditions as well as completeness and accuracy, and with other appropriate staff members, oversees the administration of contracts to ensure contractor performance and compliance.
- Prepares and reviews all annual leasing and maintenance agreements to ensure appropriate terms and conditions as well as completeness and accuracy.
- Sees that all grant applications are prepared and reviewed (e.g. Infrastructure Canada, ACOA, student employment programs, Environmental Trust Fund) and follows through with a timely claimant application for any funding as specified in the grant.
- Makes recommendations and provides advice to Council on corporate direction, policy and programs, service levels, legislative and corporate matters to ensure Council is advised in a timely manner of critical issues affecting municipal operations, projects, and planning matters.
- Fosters proactive, effective and professional relationships with the Council members, the general public, as well as the Town's Solicitor and Auditor.
- Oversees the review of development proposals, site plans and subdivision agreements, consents and minor variances, re-zoning applications and Municipal Plan amendments.
- Negotiates various agreements and contracts on behalf of the Municipality in accordance with the Council's policies, procedures and directions.
- Leads and facilitates regular meetings of the management team to establish direction, teamwork and effective communications, develop strategy, make decisions, formulates goals and objectives, formulate policies and procedures.
- Develops corporate strategic plans, annual departmental goals and objectives and measures outcomes annually.
- Plays a primary role in collective bargaining for contract renewal negotiations.

#### **Advisor to Council**

- Attends Council meetings, Committee meetings and other meetings as required by Council to keep informed of issues and participates in discussions on the strategic and operational direction of the municipality.
- Ensures the relevant information is collected and that appropriate research, analysis and evaluation is conducted in order to develop policy alternatives, strategies and recommendations for the consideration of Council and Council Committees.
- Provides advice and expertise to Council, including the identification of legal and financial implications of initiatives and the potential impact on staff and the community.
- Participates, in the preparation and drafting of new by-laws or by-law amendments and takes measures to enforce them once enacted.
- Performs liaison functions between Council and citizens on administrative matters pertaining to by-laws, policies, or programs, investigates and handles public complaints and concerns, reports to Council as necessary.
- Acts as a liaison between Council and other professional advisors (e.g. legal, engineering, accounting, municipal planning) and represents the Town in court actions.
- Participates in discussions and works with officials from other municipalities, provincial and federal departments and other agencies or community groups on various initiatives to further the objectives of the municipality as directed and required by Council.

- Along with the Mayor, signs agreements, contracts, deeds and other documents to which the municipality is a party, when and as authorized by Council.

### **Financial Responsibilities**

- Oversees the preparation of the annual budget and monthly financial reports for submission to, and approval of, Council.
- Exercises financial control over all corporate operations to ensure compliance with Council approved budgets.
- Oversees the development, approval and implementation of long-term capital works budgets and management of municipal assets and infrastructure.
- Ensures all purchasing and procurement is in compliance with the Town's procurement policies and procedures.
- Seeks out, reviews and applies for eligible grants subsidies and programs.

### **Human Resources**

- Provides day-to-day management of the management team including the review and approval of all departmental reports to Council, modifies content and provides direction on recommendations and provides support to the Departmental Heads at Council as necessary.
- Assesses future staffing needs and recommends staffing changes and organizational structure changes to Council for approval.
- Makes recommendations to Council on the recruitment, appointment, promotion, dismissal, suspension of Town department heads, and employees, when required.
- Monitors the performance and conducts regular performance reviews of Department Heads and ensures regular performance reviews are conducted for all Town employees.
- Ensures compliance with the Town's health and safety policies and procedures and other applicable legislation relating to workplace health and safety.
- Ensures employees are managed in accordance with the collective agreement, human resource policies and labour legislation.
- Supports Council in the negotiation of the collective agreements and in setting salary and benefits of non-union and unionized employees.
- Performs such other duties as may be required to fulfill the responsibilities of the position of CAO and as may be directed from time to time by Council.

### **Economic Development**

- Provides a leadership role in working with local businesses, the Chamber of Commerce and the regional economic development agency (Ignite Fredericton) to create new opportunities for economic development.
- Establishes relationships with representatives in the local and external business communities, provincial government staff, other municipalities and industry organizations.
- Ensures that the development of Town-owned land continues to support the attraction of new businesses and home owners.
- Develops initiatives for Town-wide investment prospects.
- Facilitates strategies to support business growth in targeted areas.
- Creates strategies to enhance a business-friendly environment to retain and attract businesses.
- Collects and analyzes economic data to support informed decisions on business development issues, wants and needs with a clear understanding of the local economic landscape for small business, light industries and tourism.

## **Communications/Advocate for the Town**

- Ensures effective and meaningful communication and customer service to the public, department heads and staff, as well as external agencies organizations and officials of provincial and federal departments and agencies and Council on matters relating to the governance, management and administration of the Town.
- Prepares written reports and/or makes verbal presentations to various audiences, including Council, Committees and staff.
- Responds to public complaints and investigates where necessary and appropriate and provides Council with reports as appropriate.
- Provides advice and recommendations and comments to Council on media relations, press releases and other communication materials directed to the public.

## **QUALIFICATIONS**

### **Education**

- A Bachelor's degree in a discipline related to municipal service delivery, such as business administration, public administration, engineering, planning, finance or recreation, or any equivalent combination of education and experience.

### **Experience**

- A minimum of 10 years' experience in a senior management position in a multi-discipline organization.
- A clear understanding of the issues faced by the municipality.
- Experience in business management, planning, budgets and finance.
- Experience in all components of human resources management.
- Experience in Microsoft Office and financial applications.

### **Knowledge**

- Knowledge of legislation and policies which affect municipal government operations.
- Knowledge of municipal operations including public works, waste management, recreation, land use planning, economic development and emergency services.
- Knowledge of trends, best practices and developments in the municipal field.

### **Skills and Abilities**

- Strong leadership skills.
- Possess a high level of initiative and judgement when dealing with the affairs and operations of the municipality and when acting as the main policy advisor to Council.
- Ability to analyze and resolve municipal policy and financial issues and provide Council with thorough and sound advice.
- Strategic thinking skills with the ability to manage the preparation of plans, policies, reports and studies.
- Excellent written and oral communication skills and presentation skills (bilingual in English and French would be considered an asset).
- Strong negotiation skills when working with consultants, contractors, union officials and legal services for the discussions of a wide range of municipal matters.
- Excellent interpersonal skills are required to interact with Council members, staff, members of the general public, private and public sector officials.

- In terms of service delivery, an ability to identify, understand, and meet the needs of the internal and external clients including project/time management, analytical/critical thinking, problem-solving and decision-making skills.
- Strong economic development analytical skills are required for the identification of opportunities for business retention, growth and expansion and the creation of business-friendly policies and by-laws.
- Continuous Improvement - strive to expand job responsibilities through developing skills and increasing knowledge.
- Must have the ability to travel.

### **Work Environment**

- Operation of desktop computer and peripherals.
- Attendance and conducting of presentations.
- Frequent overtime.
- Occasional travel.
- Extended periods of sitting.
- High levels of stress and pressure.

### **Asset Qualifications**

The following additional asset qualifications may also be considered to identify the most preferred candidates. Candidates should clearly demonstrate on their application which, if any, of the education and experience asset qualifications they meet.

- National Advanced Certificate in Local Authority Administration, or other certificates in Local Government Administration.
- Masters of Public Administration designation.
- Chartered Professional Accountant designation.
- Registered Professional Planner (RPP), MCIP (Member of the Canadian Institute of Planners) or similar designation.
- Experience in municipal government operations such as public works, waste management, recreation and parks, land use planning, economic development, finance, information management/information technology.
- Project management experience.
- Experience in the field of communications particularly in terms of public speaking and media relations.
- Experience in procurement.
- Experience in Aboriginal Affairs and relations.
- Experience in military affairs.

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