

**Position Title: Deputy Chief Administrative Officer**

<b>Reports to:</b>	Chief Administrative Officer	<b>Last Revision Date:</b>	September 2024
<b>Department:</b>	Administration	<b>Positions Supervised:</b>	Programs Manager, Corporate Services Manager, Development and Protective Services Manager, Facilities Manager, Operations Manager, Environmental Services Manager.
<b>Position Status:</b>	Full Time	<b>Job Grade:</b>	17

**Nature and Scope of Position:**

The Deputy Chief Administrative Officer (Deputy CAO) is responsible for maintaining the corporate strategic vision through functional oversight, promoting corporate values, and leadership guidance with day-to-day matters. The Deputy CAO's responsibilities include operational and strategic leadership for assigned departments, risk management, and long-term sustainability. This role will lead in developing and fostering strong relationships with internal staff, council, and government agencies. The Deputy CAO will act as the CAO designate in their absence.

<b>Key Result Areas</b>	<b>Major Responsibilities</b>	<b>Success Indicators</b>
Corporate Leadership	<ul style="list-style-type: none"> <li>Responsible for leading and maintaining the strategic plan, mission, values of the Corporation based upon CAO direction for assigned departments.</li> <li>Ensure assigned departments maintain and operate within the highest code of conduct and protective service provision.</li> <li>Support the completion of all special projects while ensuring that service delivery is not jeopardized.</li> <li>Provide positive leadership to all staff while developing and fostering an inclusive, safe, and respectful work environment with superior functioning teams.</li> <li>Ensure assigned members of senior management team (SMT) are coached, supported, and guided to ensure they maintain a high level of effective leadership with a focus on continuous improvement, innovation, and service modernization.</li> <li>Complete annual performance reviews and promote an accountable environment by addressing employee concerns effectively in real time in unison with CAO and HR.</li> <li>Establish and communicate a strategic and efficient focus for daily operations.</li> <li>Participate in interdepartmental and intergovernmental projects, as required.</li> <li>Ensure that statutory, operational, and customer service functions are carried out effectively.</li> <li>Comply with corporate policies to promote a fair and supportive work environment.</li> </ul>	<ul style="list-style-type: none"> <li>Identification and resolution of critical issues.</li> <li>Employee relations are effectively managed within assigned departments.</li> </ul>

Business Planning	<ul style="list-style-type: none"> <li>• Ensure the vision is clearly outlined and adopted in the operational environment.</li> <li>• Protect and maintain direct/indirect reputational damage of liability exposure.</li> <li>• Advise and assist in the development and evaluation of policies and priorities.</li> <li>• Anticipate and identify opportunities for the municipality and develop strategies and plans to maximize the benefit from these opportunities.</li> <li>• Ensure that risk is adequately managed and procedural controls are present to protect the corporate reputation and the control of assets and information.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff reports and recommendations are consistent with North Perth Strategic Plan.</li> <li>• Operating plans executed and identified goals achieved.</li> <li>• Deliverables achieved within established timelines.</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Ensure that departmental and corporate budgets are aligned and effective. Support variance mitigation and sustainable long-term financial strategies.</li> <li>• Provide direction to assigned Department Heads to ensure coordination and collaboration of all operations to maximize organization efficiencies and cost savings, as well as supporting continuous improvement efforts.</li> <li>• Ensure that all members of the assigned SMT deliver their annual business plans, which includes special project initiatives as well as budgetary commitments.</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of programs and services within approved budget.</li> </ul>
Public Relations/Customer Service	<ul style="list-style-type: none"> <li>• Represent the corporation when required and act when called upon to speak publicly on a variety of subjects that impact the Corporation.</li> <li>• Develop and maintain constructive and trusting relationships with all levels of the organization and council.</li> <li>• Maintain the highest standard of professionalism and respect.</li> </ul>	<ul style="list-style-type: none"> <li>• Responds to internal and external inquiries in a timely and professional manner.</li> <li>• Reduction in the number of complaints received regarding municipal staff.</li> </ul>
Delivery of Programs and Services.	<ul style="list-style-type: none"> <li>• Ensure all communications for the Corporation are addressed and responded to in an effective and efficient manner.</li> <li>• Develop, strengthen, and maintain constructive and trusting relationships with CAO, SMT through transparency, accountability, communication, risk management, and decision-making.</li> <li>• Ensures that research is undertaken to provide timely information and reports to CAO/Council as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Risk management program in place.</li> </ul>

Other related duties as assigned.

**Expected Behaviours**

	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
<b>1. Communication Skills</b>				
(a) Written communications				X
(b) Oral communications one-on-one or in small groups				X
(c) Presentation skills				X
(d) Interpersonal skills				X

(e) Conflict resolution				X
(f) Mediation skills				X
<b>2. Public and Customer Contact Skills</b>				
(a) General knowledge of the services provided				X
(b) Professional manner in dealing with public				X
(c) Customer focused orientation				X
(d) Ability to build strong relationships with public				X
(e) Continually improves service to customers				X
<b>Expected Behaviours</b>				
	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
<b>3. Leadership Skills</b>				
(a) Ability to develop a strategic plan				X
(b) Ability to convince others to buy into the vision				X
(c) Ability to translate the strategy into action				X
(d) Up to date practices and techniques in quality management				X

(e) Ability to create original strategies				X
(f) Ability to appropriately delegate responsibilities				X
4. Teamwork				
(a) Ability to work effectively with team members having varying skill levels				X
(b) Ability to lead a team				X
(c) Ability to promote shared responsibilities amongst all team members				X
(d) Ability to accept constructive criticism from staff, peers and Superior(s)				X
(e) Ability to respect authority, formal and informal				X
(f) Provides content and timeframes that support effective decision making				X
5. Working Skills	Required For Position			
	Yes		No	
(a) Ability to manage workload	X			
(b) Ability to prioritize assigned tasks	X			
(c) Stress Management Skills	X			
Qualifications				

## The Municipality of North Perth

### Education:

- University degree in business administration, public administration or related field.
- CMO designation through the AMCTO considered an asset.

### Experience:

- Minimum 8 years progressive experience in a Municipal environment.
- Minimum 5 years management experience in a Municipal environment leading multidisciplinary groups.
- Demonstrated high level of critical thinking with the ability to perform in a proactive and strategic manner, plan, prioritize and balance multiple responsibilities and shifting priorities successfully.

**Skills:**

- Conflict Management - Foresees potential conflict and takes preventative steps. Handles conflict when it arises, assisting with resolution or determining solutions.
- Strong organizational, leadership and collaboration skills, including the ability to work effectively as a member of, or to lead a team.
- Strong interpersonal communication and public relations skills.
- Proven oral and written communication skills with various levels of staff, Council, and public.
- Demonstrated budgeting and financial skills.
- Excellent knowledge of the statutory, operational and advisory duties required by the Ontario Municipal Act and operates within the guidelines of legislation and policy.
- Computer literacy skills in various office applications.
- The ability to meet deadlines, to function well under pressure, and to respond to frequently changing demands and priorities.

**Physical Effort & Working Conditions**

Work is typically performed in an indoor office environment. The mental effort required is considerable/constant. There are many interruptions and tight deadlines must be met. Problems to be addressed are complex and varied and require experience and skill to solve.

Hours of work may vary and overtime may be required periodically.

Required to attend evening meetings of Council and/or Committees, as needed.

Work generally has a low risk of injury.

**SIGNATURES / APPROVALS****Signature****Date**