



JOB DESCRIPTION

TITLE: EXECUTIVE ASSISTANT TO THE CAO

DEPARTMENT: CAO's Office

Position Last Evaluated: Jan 2021

Job Desc. Last Updated: Feb 2025

GENERAL ACCOUNTABILITY

Reporting to the Chief Administrative Officer (CAO), the Executive Assistant to the CAO provides a wide range of administrative support to the CAO and Senior Leadership Team, manages the day-to-day operation of the CAO's Office, conducts research and undertakes special projects. The incumbent is required to maintain confidentiality in all matters of a sensitive, political or controversial nature. The Executive Assistant to the CAO exercises considerable independence of action and judgement in organizing work routines and when dealing with officials, department heads, employees and the general public.

NATURE AND SCOPE OF WORK

Provides administrative support of a strictly confidential nature to the CAO, Senior Leadership Team, and other departments as required. Follows up on directives and communicates instructions from the CAO's Office.

Attends the Senior Management Team (SMT) meetings and prepares minutes and follow up items, ensuring deadlines are met.

Prepares and distributes correspondence and documentation of a highly confidential nature and follows up on pending matters with limited direction. Organizes and prepares complex documents, prepares presentations and maintains office filing systems. Attends meetings and acts as recording secretary.

Manages the day-to-day function of the CAO's Office. Receives visitors, screens incoming calls, responds to general inquiries, and provides information, advice, guidance and direction to the public and others concerning City policies, bylaws, regulations, and Council and Committee actions.

NATURE AND SCOPE OF WORK cont.

Schedules appointments, arranges meeting dates and locations to coordinate with departmental schedules for the CAO's Office. Makes travel arrangements and processes conference registrations.

Conducts research assignments and undertakes special projects. Compiles requested material and information on subjects under consideration by researching in archives, locating and obtaining information from various sources, compiling data and preparing statistical and general synopsis and reports.

Maintains relationships with external stakeholders and partners, and manages correspondence, meeting agendas, minutes and support.

Organizes and supports a variety of corporate-wide initiatives, events, projects and programs.

Prepares purchase requisitions and reconciles invoices and purchasing cards. Approves and processes all purchases and invoices for equipment and supplies. Maintains office supplies and coordinates the maintenance of office equipment.

Coordinates the preparation of the CAO's Office budget, projections and reporting.

Trains and provides direction to temporary staff.

Provides coverage to the Mayor's Office in the absence of the Administrative Assistant to Mayor and Council.

Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of the Corporation's organizational structure and of the functions of municipal departments, committees and boards and sound knowledge of current civic matters, procedures, policies and persons active in the community.

Good knowledge of City Council and Council related Committees, meeting procedures, and of the function and personnel of Council.

Considerable knowledge of City of Nanaimo Records Management Systems and procedures.

Thorough knowledge of business English, spelling, grammar, punctuation, and current office procedures.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Knowledge of the *Freedom of Information and Protection of Privacy Act*.

Ability to record proceedings of meetings accurately and prepare and process minutes and compose correspondence and prepare presentation material.

Ability to establish and maintain effective relationships with elected officials, staff and the general public.

Ability to perform administrative tasks requiring close attention to detail and the ability to complete assignments with minimal direction.

Strong organizational skills with the ability to plan and prioritize administrative services for the CAO's office.

Ability to work independently and as a member of a team.

Ability to exercise discretion and diplomacy in dealing with confidential matters.

Ability to evaluate priorities and adjust to manage sudden changes to office needs and deadlines.

Ability to research information and prepare reports to provide information on past decisions, procedures and policies.

Ability to interpret bylaws, resolutions, agreements, documents, official records and related material.

Ability to attend the occasional meeting outside of normal work hours.

Ability to work under pressure and in a stressful environment.

Advanced computer skills in Microsoft Suite applications (Outlook, Word, Excel, Teams, PowerPoint) and ability to effectively operate and learn other office computer programs with a minimum typing speed of 60 wpm.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

A minimum 6-month Office Administration training program from a recognized educational institution and a minimum of 5 years' of experience in a senior administrative position.

An equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

Possession of a valid Class 5 BC Driver's Licence.

Satisfactory Criminal Record Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.

Adheres to City policies and objectives.