

## **Executive Assistant to the CAO**

Professional, composed and competent, skilled at using MS Office applications and able to anticipate and meet business needs, you welcome the challenges and opportunities this high-profile administrative role can offer.

Reporting to the Chief Administrative Officer (CAO), through the Manager of Executive Operations, you will act as the primary point of contact for internal and external stakeholders on all CAO-related matters, and draw on your minimum of five years of experience supporting executives, to ensure the efficient organization and co-ordination of all daily administrative functions in the CAO's office. You are tactful, politically astute and a highly resourceful problem-solver, and a strong team player with initiative who is extremely effective working in a fast-paced, complex environment.

### **KEY DUTIES AND RESPONSIBILITIES**

As Executive Assistant to the CAO, you will:

- Communicate, and respond effectively to, all inquiries via phone, email and mail, and in person, in a timely, professional manner with tact and diplomacy, prioritize, determine the appropriate course of action and follow up to ensure resolution.
- Proactively manage the CAO's schedule, including arranging and setting up meetings, which will include booking meeting room, making travel arrangements, ordering appropriate meeting equipment, ensuring that required personnel are in attendance and that all other logistics (such as meeting materials and directions) are co-ordinated.
- Track, and keep CAO well informed of, upcoming commitments and responsibilities, and follow up at all times while gauging the priority of an issue.
- Anticipate meeting and schedule requirements in advance and make necessary arrangements to ensure that requirements are met.
- Ensure that the CAO is prepared for attendance at meetings, events and functions, including developing agendas, and preparing and/or organizing / coordinating speaking notes and all other supporting materials required.
- Organize and manage the CAO's Council, Standing Committee and Advisory Committee meeting agendas and materials, and ensure follow-up, as required, by the CAO.
- Prepare and manage communication materials for the CAO, including memos, emails, letters, presentations and briefing notes.
- Provide administrative support for the CAO's Office, including attendance management for direct reports, tracking and monitoring Department budget and petty cash, processing payment of invoices and purchase orders, reviewing expense reports, managing office supplies, filing, assisting with workshops and events, and scheduling meetings for others, as required.
- Attend meetings, as required, and take minutes and notes.
- Create and maintain all filing and organizational systems for the CAO and the CAO's Office to ensure the effective flow, storage and management of information.
- Undertake special projects directed by the CAO or Manager of Executive Operations, and initiate independently to improve the effective and efficient operation of the Office. This may include research assignments, drafting reports, tracking and reporting on specific issues, recommending and implementing administrative process improvements, tracking systems, templates within the CAO's Office, etc.
- Ensure that the administration needs of the Office of the CAO are well organized, that systems are in place, and that the Office is organized and professional at all times.

**Your professional profile as Executive Assistant to the CAO will include:**

- High school diploma plus additional relevant courses (e.g., Government Administration, Office Management). College diploma, an asset.
- 5 years of related, progressive experience in administration, client relations or a related discipline. Government experience may be an asset.

- Excellent oral and written communication skills.
- Strong interpersonal skills with the ability to build relationships with the CAO, staff, Elected Officials and constituents.
- Exceptional organizational, coordination and time management skills with the ability to prioritize, perform multiple tasks seamlessly and anticipate, and prepare for, needs and requirements.
- Excellent attention to detail as well as researching, analytical and problem-solving skills.
- Exceptional customer service skills, including the ability to act with diplomacy and professionalism, and as a representative of the CAO.
- Advanced computer skills in Microsoft Office (Excel, Word, Outlook, and PowerPoint) and excellent keyboarding capability.
- Demonstrated high level of professionalism with good judgment and the ability to deal with highly sensitive issues with confidentiality, tact and discretion.
- Proven ability to work well under pressure in a fast-paced, complex and demanding political environment.
- Ability to gather information related to current issues and develop presentations, summary reports and communication materials.
- Track record as a highly resourceful team player with the ability to be extremely effective independently.
- Proven ability to proactively seek out opportunities to improve business and operational processes and procedures.
- Knowledge of municipal government.
- Political astuteness and organizational awareness.
- Financial skills to develop, manage, monitor, and report on Department budget, process and track expenditures and manage invoices.

The salary range for this full-time position is \$63,049 to \$71,597 per year.

With its innovative sustainability and urban planning initiatives, fiscal accountability and focus on quality of life, the **City of Markham** is a leader among Canadian municipalities. Markham is a dynamic, change-oriented and culturally diverse municipality with an unwavering desire for excellence. We take pride in providing superior service delivery and value for tax dollar. We have a challenging opportunity for an experienced, professional and efficient Executive Assistant.

For more information and to apply online by **October 30, 2013**, please visit our website at [www.markham.ca](http://www.markham.ca).

*The City of Markham is committed to inclusive employment practices.*