



## **CHIEF ADMINISTRATIVE OFFICER (C.A.O.)**

**(With reference to the Municipal Government Act of Alberta  
and Town of High Level By-Law 641)**

**REPORT TO: TOWN OF HIGH LEVEL MAYOR & COUNCIL**

**INCUMBENT:**

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**Reporting to the Town of High Level Mayor & Council, the Chief Administrative Officer is responsible for the overall leadership of all municipal operations and staff under the direction of the Mayor & Council, as per the approved budget, policies and procedures of the Town of High Level.**

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### **RESPONSIBILITIES**

#### **Staff**

- overall leadership and performance of all staff
- leads and facilitates the management team; responsible for their productivity and cooperation and the full participation of all areas of the organization
- ensures, sustains and models productive workplace management practices such as ongoing performance feedback and accountability, full staff participation with delegated responsibility and ownership, open sharing of information and performance based rewards
- coaches and mentors staff; ensures ongoing staff development, cross-training and succession planning
- provides leadership and mentorship for all staff to maintain the Workplace Health & Safety Program as per the THL Health & Safety Policy 218-07 and associated Administrative Directives.
- visits all work areas on an ongoing basis to maintain open communications, personal accessibility to all staff and a team-oriented environment.

#### **Operations**

- responsible overall, and through the management team, for the leadership and productivity of all municipal operations such as Finance and Administration, Taxation and Assessment, Public Works, Economic Development, Development Services, Community Services and Protective Services
- ensure and sustains productive workplace practices such as minimal bureaucracy, open sharing and dissemination of information to all staff, a focus on customer service, productivity and cost effectiveness and an organizational structure that supports and reflects such practices
- ensures a focus on and a measurement of successful outcomes rather than outputs
- ensures that all legislative requirements such as those of the Municipal Government Act are adhered to.

#### **Council/Administration Liaison**

- assists, advises and informs Council on all municipal matters to assist Council to establish appropriate and well informed overall policy direction
  - ensures that Council is provided with ongoing financial reports which provide an overview of what has been spent as opposed to budgeted and reasons for any significant variance
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- ensures that council is provided with ongoing management reports that keep Council informed of major activities in each municipal area
- works closely with the Mayor/Reeve in establishing and reviewing Council Agenda items, following through on decisions mad by Council, informing of any potential political issues and maintaining ongoing open dialogue
- ensures that the overall policy direction established by Council is adhered to.

#### **Planning and Development**

- responsible for ensuring appropriate short and long term operational and strategic planning
- provides ongoing leadership in marketing and promoting the development of the municipality at every opportunity, ensuring prospective businesses and residents are provide excellent information, assistance and service.

#### **Customer Service/Public Relations**

- responsible for ensuring an ongoing survey of customer needs, the measurement of how successfully those needs have been met and maintaining high statndards of customer service
- maintains productive public relations at all times; regularly attends community events, regularly visits local businesses and various community groups and represents the municipality at various official functions, committees, associations, other levels of government, etc.

#### **DESIRED GENERAL COMPETENCIES AND BEHAVIOURS**

The incumbent is expected to demonstrate the following competencies and behaviours in order to successfully fulfill the responsibilities of the position:

- a constant awareness of who the customer is, both internal and external, and a recognition of the customer's needs at all times
- excellent interpersonal skills in dealing with the public, staff, businesses, Council and senior officials in other organizations under all types of conditions; maintaining a positive and supportive approach
- ability to foster, sustain and role model productive management practices and a positive team environment; sharing expertise and knowledge to support, coach and develop other staff
- a high degree of personal initiative with excellent planning and organizational skills covering a wide variety of functions
- continuing up-to-date knowledge, personal education and development in all aspect of general management, municipal governance organizational development and human resources management
- ability to provide overall leadership through personal example for all staff and in support of Council and the community.

#### **DESIRED KNOWLEDGE, EDUCATION AND EXPERIENCE**

- University graduation plus required training and education in local government administration or an equivalent combination of education, training and experience
- an excellent overall knowledge of municipal government affairs
- an excellent knowledge of and familiarity with best management and business practices
- several years of prior senior level management experience in a municipal and/or business environment.

**GUIDANCE RECEIVED**

Directives, manuals, regulations, ordinance, or other written guidelines used regularly by this position are:

- Town of High Level Council
- Municipal Government Act of Alberta
- Town of High Level Policies, Directives & Procedures

**CONTACTS**

This position will have frequent contact with the following:

- Town of High Level Staff;
- Town of High Level Administration and Council;
- Government agencies and representatives at the local, regional, provincial and national levels

**ENVIRONMENT**

Features of work, which may create unusual demands or, which may create physical and/or mental stress, are:

- Continually dealing with a wide variety of personnel, activities, projects, and tasks within a limited resource;
- Considerable pressure may be exerted to complete projects, tasks and programs within overlapping deadlines.

**SIGNATURES**

**I have read and understand the contents contained within this job description. The Mayor and Council for the Town of High Level have informed me that this is a general description of the duties responsibilities and qualifications for the position of the Chief Administrative Officer. This description will form the basis for my classification level and the basis for my performance evaluation.**

Date: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Mayor's Signature: \_\_\_\_\_