



Chief Administrative Officer

Department: Chief Administrative Officers Office

Division: Chief Administrative Officer's Office

Reports To: Council

Last Update:

Summary of Position

Reporting to the Mayor and Council, the Chief Administrative Officer, is the most senior official accountable for the overall administration and management of the Municipality of the Town of Tillsonburg.

Provides direction in accordance with the Town's strategic planning process to ensure the effective and efficient delivery of services to Town residents and businesses in a manner that reflects effective utilization of the human, financial, and physical resources of the Town of Tillsonburg.

Through senior management, is responsible for implementation of policies approved by Council. Administers, plans, organizes, directs and controls all municipal operations and services in accordance with municipal policies and relevant legislation.

Provides guidance to the Mayor and Town of Tillsonburg Council in the development of public policy, providing relevant information to Council as required.

Effectively communicates and liaises with Council, internal and external contacts, the public, media, government ministries and agencies, boards, solicitors, etc.

Oversees and provides direction to cross-departmental efforts to continuously improve the overall citizen experience.

Responsibilities

- Reports to, is accountable to, and receives direction from Council in the performance of the duties of the CAO.

- As policy advisor to Council, the CAO provides unbiased, timely, current, professional advice, information, best practices and options in a clear and comprehensive manner to facilitate Council in making informed decisions.
- Attends Council, and advisory committees as required, providing advice and information in the formulation of corporate policy.
- Implements the decisions of Council by ensuring that policies, procedures, programs, and strategies are in place following Council directives.
- Coordinates all functions of the various departments/offices working with area municipalities, the County of Oxford, and special boards and commissions to provide a high level of services to the residents of the Town of Tillsonburg and make recommendations to Council to improve upon services.
- Provides leadership, direction, and guidance to direct reports, including (at the time or approval):
 - Director of Operations
 - Director of Recreation, Culture & Parks
 - Director of Finance
 - Fire Chief
 - Clerk
 - Manager of Human Resources
 - General Manager, Hydro Operations
 - Chief Building Official
 - Development Commissioner
- Maintains current knowledge of trends and developments affecting Town operations including legislation, Ministry directives, funding, opportunities, procedural rulings, and related matters, bringing relevant information to Council and/or committees and boards.
- Leads and advises the Mayor and Council with regard to the vision and values of the Town.
- Performs additional duties that may be required in the interest of the Town as Council may assign.

Leadership

- The CAO brings a strong and collaborative, people-focused leadership style and builds, engages and motivates a high performing team.
- Provides leadership and establishes internal directives to direct reports to implement standards for current and future operations and service delivery as directed by Council.
- Oversees day to day management of operations and service delivery ensuring efficiencies in all departments.
- Responsible for the implementation of an effective human resources strategy and programs, including recruitment, total compensation, performance management, training, development, policy, employee relations, succession planning, and organizational efficiencies.
- Solves problems on a daily basis within departments, particularly as they relate to Town policy, such as legal, financial and major projects. Provides advice to the Mayor, members of council, and Senior Leadership Team to assist in solving problems that arise and recommends a course of action.

Operations

- Manages business and financial planning, revenue generation, asset management planning, capital and operating budget, and sound stewardship of fiscal, human, and physical assets.
- Meets regularly with Senior Leadership Team to review policy directions of Council and assigns responsibility for implementation and execution.
- Undertakes changes to the organizational structure to improve efficiency and/or service delivery to the public, and to ensure Council is informed of any changes.
- Maintains strong and effective external relationships with municipal auditors, solicitors, consultants, community organizations, federal and provincial government agencies and the public, on behalf of the Town.
- Responsible for the hiring, directing, motivating, performance, and disciplining of staff, up to, and including termination.

Communication

- Responsible for corporate internal and external communications, branding and media relations.
- Uses a variety of tools to ensure effective and efficient communications with Mayor and Council, county staff, volunteers, residents, businesses, stakeholders, developers, visitors, and the media.
- Participates in professional associations.
- Communicates with colleagues in other municipalities and senior government officials.

Qualifications

Education (degree/diploma/certifications)

- Undergraduate degree in Business Administration, Engineering, Planning or other relevant discipline.
- Post graduate level study in Public or Business Administration, or relevant program is an asset.
- Ten (10) years of progressively responsible senior level experience in a municipal government setting or similar environment, including experience leading a complex organization with diverse operations and stakeholders.

Knowledge/Skill/Ability

- Knowledge of relevant legislation, policies and guidelines.
- Record of accomplishment in achieving administrative, financial and customer service excellence.
- Dynamic and visionary leadership, with strong planning and long-term thinking skills.
- Experience with building a high-performing team, employee engagement and professional development.

- Ability to develop and foster positive and productive working relationships between Council and staff.
- Ability to handle confidential and sensitive information with high degree of judgment, and discretion.
- Collaborative leadership style with excellent inter-personal skills.
- Excellent oral and written communication skills with experience in public and media relations.
- Strong project and change management skills.