

**ESQUIMALT  
POSITION DESCRIPTION**

Position No.: 5002  
Effective Date: May 2007  
Updated April 7, 2017

<b>Position Title:</b>	Executive Administrative Assistant (CAO, Mayor)
<b>Department/Division/Section:</b>	Corporate Services
<b>POSITION FUNCTION</b> This is an exempt position performing specialized administrative duties including executive level clerical support to the CAO, Mayor and Council.	
<b>KEY DUTIES</b> <ul style="list-style-type: none"><li>• Performs specialized administrative and project work for the CAO, Mayor and Corporate Services.</li><li>• Liaises and communicates with the general public, external organizations, federal, provincial, regional and municipal counterparts, Directors, Mayor and Council.</li><li>• Provides administrative support to the CAO and Mayor, and Corporate Services as required including letters, memos, proclamations, reports, and other correspondence as required.</li><li>• Assists CAO and Mayor with scheduling, meeting setup, and special event coordination.</li><li>• Recording Secretary for Senior Management and Labour Management Meetings.</li><li>• Registers Mayor/Council for conferences, workshops, seminars, and coordinates travel arrangements.</li><li>• Processes payments for conferences, travel, special events, supplies, and other goods as required.</li><li>• Coordinates small and large municipal events within budget including venues, invitations, and logistics as required and directed by Mayor/CAO.</li><li>• Provides coverage for Corporate Services as and when required.</li><li>• Assists Communication Coordinator with Mayor's office communications and provides additional backup to this position as required.</li><li>• Provides excellent customer service to internal and external customers.</li><li>• Promotes the Township's core values.</li><li>• Performs other related duties where qualified and as required.</li></ul>	
<b>WORKING RELATIONSHIPS</b> <ul style="list-style-type: none"><li>• This position reports directly to the CAO.</li><li>• Work is generated by the CAO, Mayor, the public and other senior departmental staff.</li><li>• Work is performed according to established procedures and/or routine requirements and is reviewed upon completion by the CAO/Mayor/Director of Corporate Services when required.</li><li>• Issues such as difficult public requests are referred to the CAO or other appropriate senior department staff.</li><li>• Liaises with other Departments and outside agencies as required.</li></ul>	

## **WORKING CONDITIONS**

### **Physical Effort:**

- Sit with arms unsupported for short periods; dexterity for typing, filing and answering phones; stand for short periods. (frequent)

### **Mental Effort:**

- Interruptions from telephone and counter enquiries. (frequent)
- Conduct yourself tactfully and courteously when handling complaints and negative comments. (periodic)
- Requires good judgment and organizational skill level (high)

### **Visual/Auditory Effort:**

- Respond to telephone calls and counter enquiries; focus on VDT. (frequent)

### **Work Environment:**

- Office.
- Meeting venues.
- Some evening work required.

## **KEY SKILLS AND ABILITIES**

- This position deals with confidential and sensitive matters and requires a high degree of discretion, independence and good judgment.
- Excellent customer service skills both in person and on the telephone are mandatory.
- Demonstrated ability to work well as a part of a team.
- Demonstrated awareness and willingness to assist and support other team members to complete required tasks.
- Strong organizational skills including a demonstrated ability to multi-task, organize and prioritize work.
- Excellent interpersonal and communication and writing skills.
- Ability to work independently without direct supervision.
- Ability to draft letters and to maintain accurate records and files.
- Ability to take minutes and have a general understanding of rules of order.
- Ability to proofread and correct grammatical/ errors in documents.
- Ability to type 70 w.p.m.
- Proficiency in the Office Suite software and applications (e.g., MS Word, PowerPoint, Excel and Outlook) and ability to operate standard office equipment.
- Ability to solve problems and to exercise initiative related to assigned work.
- Develop an understanding of the functions/objectives of the various committees served and of procedures used in meetings as required.

## **QUALIFICATIONS**

### **Formal Education, Training and Occupational Certification:**

- High school graduation; completion of customer service course (8 hours).
- Post secondary secretarial, business and/or office administration courses.
- Proficiency in the use of MSOffice Suite required.

### **Experience:**

- Minimum 3-5-years of related experience or an equivalent combination of education and experience.
- Experience with social media, internal communications and website content management considered an asset.
- Knowledge and experience working in local government is preferred.
- Experience taking minutes.

## **OTHER**

- Length of time to become familiar with job duties and responsibilities: 1 year
- May be requested to substitute in a more senior position.