

CITY OF HAMILTON

CITY MANAGER'S OFFICE (LOCATION – CITY HALL, 2nd FLOOR)

EXECUTIVE ASSISTANT TO THE CITY MANAGER

SUMMARY OF DUTIES

Reporting to the City Manager you will provide senior-level administrative support and advice to the City Manager, the Senior Leadership Team and the staff in the City Manager's Office.

In a multi-stakeholder environment, you will act as the primary contact for the Office, providing liaison between the City Manager, the Senior Leadership Team, and City agencies and corporations, and building positive relationships with the Mayor's staff, City Councillors' staff, provincial and federal contacts, and key stakeholders. Aware of diverse interests and conflicting priorities, you will also be relied upon to identify contentious emerging issues, provide timely and comprehensive briefings to the City Manager on the issues, and work directly with senior staff to find workable solutions

GENERAL DUTIES

Prepares senior level administrative support and advice to the City Manager and the senior level management team on key corporate initiatives, policies and procedures. Anticipates and initiates appropriate action on incoming issues.

Attends internal and external meetings, as required, to assist the City Manager.

Works with the Administrative Co-ordinators of the Senior Leadership Team to build and maintain a strong support network, cultivating collaborative administrative skills across the corporation.

Maintains effective working relations with divisional management staff and officials outside the division with whom the City Manager conducts regular business

Monitors all key divisional reports required for committees and council and ensures deadlines are met for signature, approval, tabling and briefing. Reviews and analyzes council and standing committee agendas and reports identifying/flagging items that will impact on the division's operations and initiates necessary action and follow-up to respond to these items

Maintains a continuous awareness of Corporate administrative systems and procedures, organization structures in the city and major activities in order to provide effective administrative assistance to the City Manager

Maintains an awareness of municipal operations, council proceedings and current political issues while acting with discretion on all confidential matters.

Coordinates and directs various meetings, and, requesting agenda items, preparing materials such as minutes, agendas and correspondence, distributing agendas, confirming attendance, and taking minutes, as required.

Assists the City Manager with the on going monitoring and evaluation of performance for the direct reports including goal setting, performance tracking and year-end evaluations; administers authorization of vacation time, professional training and development, conferences and expense reports.

Provides advisory role to the City Manager on administrative issues, identifies areas for continuous improvement, and explores best practices that may be incorporated into the administrative practices of the Corporation.

Handles and performs customer service functions such as investigating, analyzing, resolving problems and diffusing contentious situations associated with clients/customers of the City Manager's Office which include the Mayor's office, councillors offices, community agencies and the general public.

Prepares and processes monthly personal expense reports for the City Manager and maintains accounts for the Department by verifying that expenditures are within approved limits and assists in the preparation of the annual budget.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated experience in a progressive senior administrative role and the successful completion of an Office Administration Program.
2. Experience providing administrative support to Senior Executive, Senior Management, handling a broad range of administrative matters, standard office practices and procedures.
3. Exceptional skills and ability to accurately record minutes and actions from senior level meetings.
4. Ability to maintain an organized office in a fast-paced and complex executive office.
5. Excellent organizational, leadership and time management skills, including attention to detail, ability to set priorities, meet deadlines and work effectively with minimal supervision, deal with conflicting priorities and work demands.
6. Clear understanding of the importance of being politically astute and how to manage confidential and sensitive issues.
7. Clear understanding of executive office functions, political framework and administrative structure of the City, constituents, provincial ministries, stakeholder groups and community partners.
8. Demonstrated experience in writing, co-ordination and preparation of reports.
9. Must be proficient in modern office practices and procedures.
10. Computer literacy and proficiency utilizing MS Office software applications
11. Excellent communication, interpersonal, analytical and problem-solving skills to deal effectively with all levels of staff and the public.
12. Must possess initiative, good judgment and the ability to mentor junior staff and students.
13. Demonstrated ability to coordinate, delegate, review work of staff, and resolve work-related problems.
14. Ability to provide work direction to other support staff.
15. Knowledge of general office procedures, including financial, and information management filing system and its integration in an executive office environment.
16. Knowledge of and demonstrated ability in corporate core competencies including customer service, communication, teamwork, initiative/self-management, accountability and flexibility/adaptability.
17. Demonstrated ability to research and investigate issues, make sound decisions to resolve problems and/or escalate, as necessary.

18. Must be able to work independently on complex projects and coordinate activities with internal and external contacts to promote smooth and efficient communication and information flow in a politically sensitive environment, using sound judgement.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.