

Job Description

Deputy Chief Administrative Officer

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Deputy Chief Administrative Officer (Deputy CAO) assists with the strategy, direction, coordination and communication of all work within the Region of Queens Municipality. As a senior leader of the organization, the Deputy CAO provides forward-thinking leadership and technical and managerial expertise to guide the organization in delivering the programs and services as identified by Council.

The Deputy CAO works with the Chief Administrative Officer (CAO) in the implementation of Council's strategic priorities and is responsible for the management of the Administration Department which includes Community Development, Protective Services, Economic Development, Policy and Bylaw Development, Communications, and Information Technology. The Deputy CAO exercises a high degree of initiative, independent judgment and authority under the overall direction of the CAO.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity as a general outline of duties. This list is not exhaustive nor does it limit the CAO to assign other duties as required.)



Description	Approximate Time Spent (%)
<p>Council Support</p> <ul style="list-style-type: none"> Attends all meetings of Council. Works with the CAO to develop the agenda for meetings of Council. Works with the CAO and Clerk to ensure the implementation of Council policy and direction. Works with the Clerk to ensure Council motions are clear and accurate. Provides advice and guidance on procedural and legislative requirements. Responsible for tracking and monitoring actions arising from Council direction and ensuring the recording and delivery of Council actions are timely and accurate. 	<p>25%</p>

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> Assists the CAO in informing Council on the operations and affairs of the Municipality. Leads special projects as required to ensure the completion of Council direction, particularly in areas where inter-municipal cooperation is required. 	
<p>Organizational Management and Leadership</p> <ul style="list-style-type: none"> Acts as the primary advisor to the CAO and provides advice and information to Council as required to make informed and effective policy decisions as required. Assists the CAO in the direction and coordination of municipal operations. Develops a constructive and trusting relationship with Council, CAO and senior management team through guidance, communications, advice and decision-making on the delivery of corporate and operational initiatives. Works closely with the CAO in implementing Council's vision, mission, and objectives; develops tactics, policies, and initiatives to implement the strategic plan; administers policies, procedures, programs, goals, and objectives. Plans, directs, coordinates and reviews the work plan for the organization; assigns work activities, monitors projects and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve challenges. Provides technical and managerial knowledge and oversight. Works with the CAO to ensure all administrative legislative requirements and bylaws are adhered to in conducting the business of the Municipality. Develops and executes plans to address legal, public relations, and other complex issues as they arise, managing risk to the Municipality's operations, finances and reputation. Provides visible and positive leadership to staff that develops and fosters an inclusive and respectful work environment and high-functioning staff team. Collaborates with the CAO to develop plans to strengthen the staff team, including addressing gaps in the senior management team and addressing performance issues of senior leaders in the organization should they arise. Leads special initiatives as instructed by the CAO. Assists the CAO and Director of Finance with the budgeting processes and applies sound budgeting and planning practices and assists department directors in developing and adhering to budgets, etc. Represents and performs the duties of the CAO in the absence of, or at the direction of the CAO. Other duties as assigned by the CAO. 	15%
	30%

Description	Approximate Time Spent (%)
<p>Department Management</p> <ul style="list-style-type: none"> • Manages, guides and motivates the Administration team, inspiring dedication, performance and quality work to achieve organizational goals and operate within municipal policies, standards and requirements. • Maintains overall responsibility for the Administration department’s budget, including Community Development, Protective Services, Economic Development, Policy and Bylaw Development, Communications, and Information Technology. • Leads a portfolio of core services on behalf of the Region of Queens Municipality. Specifically, oversees department staff in providing services to the residents and internal clients of the Municipality including: <ul style="list-style-type: none"> ○ Provides internal and external communication in accordance with the Municipality’s communications strategy. ○ Provides leadership and guidance for Inclusion, Diversity, Equity and Accessibility initiatives. ○ Manages the relationship with the Region’s fire departments and emergency services providers. ○ Participates in regional and local emergency management programs. ○ Works with the Information Technology department to ensure digital and technological tools and systems function seamlessly and without interruption. ○ Works with the Director of People and Culture to develop and implement human resource and personnel policies and supports department directors in human resource management, including hiring, disciplinary matters, layoffs and terminations, as well as processing employee grievances, arbitration hearings and related labour relations matters. ○ Provides leadership and oversees Community Development for the Municipality. ○ With Economic Development staff, provides leadership and advice on the creation and execution of investment attraction activities. ○ Executes official documents. ○ Incorporates the Occupational Health and Safety Act, applicable regulations, and the Region of Queens Municipality’s safety programs into all work. • Completes and presents research on issues as required for the CAO and Council. 	

Description	Approximate Time Spent (%)
<p>Policy and Bylaw Development</p> <ul style="list-style-type: none"> • Responsible for providing leadership in the development and implementation of Municipal policies, programs, and services established in accordance with all applicable legislation, and Municipal bylaws and policies. • Recommends corporate policies, develops and assesses management operating policies, procedures, work systems, methods and standards and reports on performance, taking corrective action where necessary. • As a part of the senior management team, analyzes and updates operational policies and procedures toward development and improvement of the Municipality's services. 	20%
<p>Relationship Management, Engagement and Communications</p> <ul style="list-style-type: none"> • Works with municipal staff to ensure effective public engagement and internal and external communications. • Develops and maintains effective working relationships with a variety of invested parties including members of Council, senior management team, staff, external agencies, business, other levels of government and the public. • Provides leadership to the Economic Development staff to encourage and promote business development activities that support business attraction and implements plans that raise the profile of the Municipality as a destination for businesses and residents. 	10%

MINIMUM QUALIFICATIONS

(Must Have)



Education (degree/diploma/certifications):

- Graduate degree in public administration is preferred or an equivalent combination of relevant experience and education.
- A strong commitment to ongoing professional development.

Experience:

- A minimum of seven (7) years of experience working in municipal government in a key senior leadership role.
- A minimum of five (5) years of supervisory experience.

Knowledge/Skill/Ability:

- Maintains a thorough understanding of the Municipal Government Act, and other relevant regulations and policies affecting municipal governance or operations.
- Proven leadership abilities to perform as a team player and build effective relationships with business leaders, investors, government officials and community partners.
- In-depth understanding of local municipal government governance and administration, including an understanding of current social, economic and environmental trends and their relevance to local government.
- Strategic, analytical and critical thinking skills to analyze a variety of administrative challenges, make recommendations as to their solution, and follow through until resolution.
- Demonstrated working knowledge of government budgeting principles and processes.
- Excellent leadership and mentoring skills with demonstrated ability to build effective teams and to delegate authority to subordinates.
- Ability to effectively communicate with strong listening, writing, and presentation skills focused on promoting understanding and seeking clarity.
- Ability to function effectively in a dynamic and fast-paced work environment with challenging and competing priorities and deadlines.
- Ability to develop and maintain effective working relationships with municipal officials, employees, various levels of government, community groups, and the public.
- Adherence to high standards of confidentiality.

Work Demands

This position spends approximately:

- 80% of the time indoors
- 10% of the time outdoors
- 10% of the time driving a vehicle during work

Physical effort:

- Sitting for extended periods
- Occasional lifting of equipment or materials
- Occasional off-site site visits
- Occasional travel within the Municipality

Mental effort:

- Strategic and critical thinking
- Multitasking and managing competing priorities
- High concentration during emergency situations
- Complex problem solving

Hours of work:

- 35 hours per week from 8:30 am – 4:30 pm Monday to Friday (one-hour unpaid daily lunch) with the ability to work some evenings and weekends based on operational need (subject to change and notably, summer hours for the months of July and August are typically 8:00 am – 4:00 pm).

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

ACCOUNTABILITY AND INITIATIVE



- The Deputy CAO reports directly to the CAO.
- Works closely with department directors to ensure a commitment to a high level of public service in delivery of the goals and priorities set by Council.
- Develops and fosters close working relations with various external government agencies, developers, consultants and associated professional groups.
- Works with the public with integrity in a professional and courteous manner.
- As a member of the senior leadership team, the Deputy CAO assists in setting the priorities for all assigned departments and divisions, providing the strategic framework to assist the organization in meeting the goals of Council, and acts as a positive role model for all employees throughout the organization in provision of excellent service to residents of the Region of Queens.

POSITION CLASSIFICATION (Where this position fits)



Position Title: Deputy Chief Administrative Officer	Division: Administration
Department: Office of the CAO	Classification: N/A
Positions Supervised Directly: <ul style="list-style-type: none"> • Economic Development Officer • Community Development Officer • Communications Officer • Municipal Clerk • Protective Services & Safety Coordinator • IT Manager • Policy/Strategic Initiatives Coordinator 	Reports to (Direct): CAO
Hours per week: 35 hours per week, 8:30 am – 4: 30 pm with a one-hour unpaid lunch Monday to Friday with the ability	Work Location: Administration Building (249 White Point Road)

to work some evenings and weekends based on operational need.	
Effective Date: July 16, 2025	Revision Date:

Organizational Chart

The reporting relationship of this position to others within the immediate department:

