RURAL MUNICIPALITY OF OAKVIEW

POLICY & PROCEDURES MANUAL

Section	*Classification*
Employees	Policy
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Chief Administrative Officer Job Description	4
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POSITION TITLE:	**CHIEF ADMINISTRATIVE OFFICER**
REPORTS TO:	**COUNCIL**
Head of Council: B. Christie	**ACAO: D. Anderson**

POSITION SUMMARY

Provides professional leadership and direction to the management team of the Rural Municipality of Oakview. Responsibilities include general supervision of various departments, as well as the development of policies and programs for the approval of Council. As the administrative head of the Municipality, the C.A.O. is responsible for the overall operation of the Municipality in accordance with the objectives, plans, programs and policies approved by Council and in accordance with the various Provincial or Federal statues and the municipal by-laws.

PRIMARY ACCOUNTABILITIES

1. Leads the development of a long-range plan for the operation and continued success of the Municipality. Plans, directs and coordinates the day-to-day activities required to implement the plan and achieve the goals and objectives approved by Council. Provides Council with a quarterly "report card" communicating progress toward annual and long-term goals, as well as emerging issues or opportunities. Recommends new initiatives, programs policies and plans for Council discussion and approval.

   Key Performance Measures:

   - ✓ Planning Process, measured by timeliness and completeness of the plan
   - ✓ Communications, measured by the timeliness and completeness of reports or information to Council.

- ✓ Operational Effectiveness, measured by service standards for each municipal department.

2. Works to attract and retain staff at all levels of the organization to ensure quality services to the residents. Promotes and develops succession planning. Provides support and assistance to staff in relevant areas of need.

   Key Performance Measures:

   - ✓ Good hires measured by ratio of new permanent employees who complete the probationary period.
   - ✓ Quality customer service, measured by satisfactory feedback from residents.
   - ✓ Satisfied workforce, measured by feedback from employees leaving through exit interviews.

3. Develops and implements a process for preparation of annual capital and operating budgets. Monitors, controls and authorizes spending within the limits of the approved budget and authority delegated by Council. Presents any expenditure in excess of budget or any new budget items, along with supporting documentation, for Council approval.

   Key Performance Measures:

   - ✓ Budget Process, measured by timeliness and completeness of budget presentation to Council.
   - ✓ Budget Variance, measured in dollars and percentage over or under.

GENERAL ACCOUNTABILITIES

4. Chairs regularly scheduled meetings with all department heads to review operations; communicate expectations; advise on policy or procedure changes; and to share information of general interest to the team.

5. Directs the preparation of, and approves, all Council and Committee meeting agenda packages, ensuring issues requiring the attention of Council are brought forward in a timely manner and that all background information or documentation is available to facilitate informed decision-making.

6. Prepares and presents a monthly report to Council regarding Municipality operations. Recommends appropriate action or requests ratification for action taken to deal with matters requiring Council approval.

7. Attends all meetings of Council or Committee-of-the-Whole, as well as other Committee meetings as appropriate, to provide information, advice and administrative support.

8. Advises Council on strategy and policy with respect to land use planning and economic development for the Municipality. Recommends Municipality support and appropriate funding for proposed economic development initiatives.

9. Develops and uses a management metrics system for measuring the objectives of management staff.

10. Recruits, develops and evaluates all management staff. Approves the appointment, demotion, transfer or dismissal of Municipality employees, as well as all compensation administration, within established personnel policy and budget guidelines. Ensures the Municipality has a comprehensive human resource management plan to attract, develop and retain qualified staff.

11. Upon direction by Council, instructs the Municipality's Solicitor to commence, defend or otherwise conduct any legal proceeding in the interest of the Municipality. Coordinates activities in support of such proceedings and advises Council on progress and costs.

12. Establishes and maintains an open and public system for contracting goods and services by the Municipality. Ensures the system complies with all legislative requirements, by-laws and policies of Council. Reviews and recommends acceptance or rejection of properly submitted tenders, quotations and proposals.

13. Responds to public enquiries, media requests for information or complaints with regard to department activities, following approved policy and procedure.

14. Establishes and maintains positive relationships with Federal or Provincial government departments and neighboring municipalities with respect to matters of interest to the Municipality.

TECHNICAL COMPETENCIES

- ✓ Completion of the four-year Manitoba Municipal Administrators Association certificate program or equivalent preferred.
- ✓ Post-secondary education in disciplines such as administrative management, leadership, or human resource management is desirable.
- ✓ Five years supervisory or management experience in municipal administration or equivalent.
- ✓ Demonstrated knowledge of the Municipal Act and related statutes.
- ✓ Practical knowledge and experience in computer systems for business applications.

BEHAVIOURAL COMPETENCIES

- ✓ Integrity & Trust …….…….. Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Command Skills …….…….. Demonstrated leadership and team building skills; doesn't hold back anything that needs to be said; lets people know where they stand; willing to hold others accountable for their actions and commitments.
- ✓ Interpersonal Skills …….. Relates well to all kinds of people inside and outside the organization; uses diplomacy and tact to diffuse tense situations; makes people feel important and valued.
- ✓ Action Oriented ……..…… Can be counted on to get things done; energetic, with a bias for action; makes good decisions in a timely manner.
- ✓ Composure ……. Cool under pressure; can handle stress; is a settling influence in a crisis.
- ✓ Planning & Organizing …..... Can marshal resources to get things done; uses resources effectively and efficiently; sets clear expectations; designs practical processes and procedures.
- ✓ Communications ……..…… Able to speak and write clearly; able to get the desired message across to a variety of audiences.
- ✓ Problem Solving …… Uses rigorous logic and methods to investigate and solve problems; excellent at analysis; looks beyond the obvious; able to develop practical and innovative solutions.
- ✓ Managing Diversity ……..…. Deals effectively with all races, cultures, nationalities, disabilities and genders equitably. Supports equal and fair treatment/opportunity for all people.
- ✓ Political Savvy …….. Can maneuver through complex political situations effectively and quietly; anticipates sensitive issues and plans an appropriate strategy.