



Supervisor, Secretariat Services

Regular Full Time

\$73,693 to \$83,684

The City of Markham, an award-winning municipality with more than 355,000 residents, is Canada's high-tech capital and most diverse community, enjoying a rich heritage, outstanding community planning and services, and a vibrant local economy. Committed to being a model of public service excellence, with a workforce that is representative of the population we serve, we are looking for people who share our values and are champions of innovative practices. Diversity is one of Markham's strategic priorities, and we strive to develop and maintain an environment that is inclusive and creates a sense of belonging for all.

We are pleased to be named one of Canada's Best Employers for 2022 and the best City employer by Forbes for the second consecutive year. The City of Markham is ranked in the top two for Government Services and 15th among the 300 employers on the list, advancing from 18th place in 2021.

Applications are now being accepted for the regular full time position of Supervisor, Secretariat Services in the Legislative Services Department, Corporate Services Commission. Please provide your cover letter and resume by applying online at www.markham.ca/careers by **December 18th, 2022**

Job Summary:

Reporting to the Deputy Clerk, and focused on quality control, process improvement and customer service, you will manage staff administering secretariat documentation and related administrative support for the Clerk's Office. You will coordinate Council meeting documentation (including agendas, minutes, in-camera/restricted circulation items, resolutions, by-laws, extracts and other instruments), and oversee secretariat records retention and public access practices. Well-organized and technology-savvy when it comes to the secretariat services function, you will also manage production processes, coordinate supporting technologies for electronic and hybrid meetings, develop policies, procedures and practices to support City governance processes, and handle any other coordinating tasks assigned. As Supervisor of Secretariat Services, you'll be an integral part of the Department's management team and, as such, will participate in management meetings and supporting departmental and corporate initiatives.

KEY DUTIES & RESPONSIBILITIES

As Secretariat Services Supervisor, you will:



- Monitor the performance and development of Council/Committee Assistants and provide coaching and direction with respect to day-to-day secretariat responsibilities
- Ensure staff development and training plans, job evaluations, corporate compliance and organizational improvement requirements are developed
- Provide recommendations to City Clerk and Deputy Clerk regarding secretariat-related budgets; prepare departmental and divisional policies, procedures, directives and guidelines
- Prepare Council e-Agenda and related materials using eScribe and oversee the production of Standing Committee meeting agendas in a timely manner
- Draft Council minutes and By-laws and liaise with staff on finalizing Council resolutions
- Prepare and ensure Council resolutions are disseminated in a timely manner to internal and external stakeholders
- Manage the consolidation of Municipal By-laws and ensure these are posted to the public via the City Portal
- Coordinate Council meeting agendas, minutes and other documentation, including in-camera/restricted circulation items, resolutions, by-laws, extracts and other instruments and review agenda issues with Assistant(s) to Council/Committee, Council/Committee Coordinator(s), City Clerk, Deputy Clerk and senior staff, as required
- Undertake research and recommend practices and procedures to enhance the efficiency, quality and effectiveness of secretariat services
- Provide procedural and governance process advice (report circulation, approval requirements and procedural issues) to staff, the public and the media, as required
- Provide advice and recommendations to departments, develop templates, forms and other tools to ensure process quality and consistency of documents for electronic meetings
- Ensure City Clerk, Deputy Clerk and other senior staff are made aware of issues related to agenda items
- Ensure online information related to Council/Committee and secretariat matters (internal and external website) are updated both in eScribe and the City Portal
- Recommend improvements to the electronic circulation of reports in consultation with stakeholders, and participate in the development of document and records management systems



- Oversee the abeyance list and ensure report authors and relevant management are made aware of timeframes related to such items
- Maintain an accurate list of in-camera items approved by Council but not yet publicly reported
- Ensure administration and public access to secretariat records in accordance with records retention by-laws, policies and practices
- Undertake research and provide support for divisional, departmental and corporate initiatives, and handle special projects (e.g., Portal)
- Provide confidential administrative support to the City Clerk, and Deputy Clerk, as assigned

Bring your expertise and passion for excellence to this role as Supervisor, Secretariat Services:

- A college diploma in government studies, business, office administration or a related discipline.
- 3 to 5 years' senior experience in a corporate secretariat role, preferably within a municipal clerk's office.
- Proven supervisory experience and skills in order to effectively manage two direct reports.
- Strong management skills, and ability to provide positive, visible team leadership and achieve results.
- Experience with eScribe system highly desirable,
- Excellent customer service, organizational and time management skills,
- Proven ability to perform in a fast-paced environment, frequently under pressure.
- Think and act independently, and communicate effectively with a variety of stakeholders, including media and the public.
- Discreet and proven ability to handle confidential and sensitive information appropriately.
- Experienced in undertaking research, and formulating and presenting concise options.
- Strong working knowledge of existing and emerging technology related to the secretariat services function.
- Ability to attend Council and Committee meetings, as required.

Core Behaviours:



- **Service Excellence:** Meets or exceeds service standards when interacting with customers in the community and in the organization.
- **Change & Innovation:** Responds positively and professionally to change and helps others through change.
- **Teamwork & Relationship Building:** Interacts with others in an inclusive, collaborative and respectful way that creates effective working relationships.
- **Communication:** Communicates in a clear, professional and respectful way; demonstrates active listening.
- **Accountable & Results Oriented:** Demonstrates ethical behaviour and accountability, aligns with City values, and abides by relevant policies and legislation.
- **Management & Leadership:** Demonstrates self-management, professionalism and engagement; leads by example.

The City of Markham is committed to inclusive, accessible, and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require an accommodation and we will work with you to ensure a barrier free hiring process.

The City of Markham has established a mandatory vaccination requirement for staff related to the COVID-19 pandemic. As a result, should you be a successful candidate for a position with the City of Markham you will be required to provide proof of full vaccination upon a conditional offer of employment. Should you require accommodation in accordance with the Human Rights policy with respect to your vaccine status, you will be required to disclose that at the time of conditional offer so that an accommodation can be developed prior to your start date.

We thank all applicants who have applied. However, only those applications selected for an interview will be contacted.