



## EA to the CAO/Communications Coordinator

### The City of Orillia is hiring an **Executive Assistant to the CAO/Communications Coordinator**

The City of Orillia is less than 90 minutes from the Greater Toronto Area. Even though growth and progress have been strong in recent years, the Sunshine City has worked hard to retain the small-town charm that has captivated generations. The quality of life is unbeatable in this city surrounded by two lakes, where outdoor pursuits are available in all seasons and are enjoyed by both visitors and residents.

The City of Orillia is currently seeking a highly motivated individual to fill the position of **Executive Assistant to the CAO/Communications Coordinator**.

This position provides direct support to the Chief Administrative Officer (CAO) while assisting the Manager of Communications. In this dynamic role, the position will manage the CAO's schedule, coordinate correspondence, prepare reports and handle confidential records. The position will also assist with special projects, conduct research and oversee financial tracking and budget compliance for the Department. Additionally, this position plays a key role in the City's communications efforts by monitoring social media channels, drafting various communications materials, maintaining the City's website and e-newsletter, supporting public engagement initiatives, corporate events and communications strategies.

Candidates must have a post-secondary education in Office Administration, Communications, Public Relations, or Journalism with two years of experience in a Municipal setting with a demonstrated understanding of municipal operations and administrative/project experience. Completion of, or enrollment in the Municipal Administration Program through AMCTO is required.

The City of Orillia offers a competitive salary, a comprehensive benefits package, and registration with the OMERS pension plan. The salary for this position is \$73,438 to \$85,912 (2024 rates) based on a 35-hour work week.

Interested candidates with the required qualifications are welcome to submit their resume and letter of interest by **March 19, 2025**.

**Applications will only be accepted by applying online at [careers.orillia.ca](https://careers.orillia.ca).**

We thank all applicants, however, only those selected for an interview will be contacted.

Note: The City of Orillia is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the hiring process. Please advise the City of Orillia Human Resources Department if you require any accommodations to ensure you can participate fully and equally during the recruitment and selection process. We thank all applicants that apply and advise that only those to be interviewed will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act 2001, S.O. 2001, c. 25., and will be used for the purpose of candidate selection. Questions about this collection should be directed to the Freedom of Information Coordinator, City of Orillia, 50 Andrew St. S., Orillia ON L3V 7T5.

## Executive Assistant to the CAO/Communications Coordinator

### Position Synopsis and Purpose

The Executive Assistant to the CAO/Communications Coordinator provides administrative support to the Chief Administrative Officer (CAO) and assists the Manager of Communications. This role is responsible for conducting research, processing information requests, performing various clerical functions, drafting media releases, communication plans, and managing corporate social media accounts and the City’s website.

### Major Responsibilities

Description	Approx. Time Spent (%)
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>Organize and manage the CAO’s schedule, including booking meetings with internal and external parties.</li> <li>Coordinate, review and respond to correspondence on behalf of the CAO, ensuring timely and professional communication.</li> <li>Prepare reports for Council and Strategic Leadership Team.</li> <li>Respond to inquiries on behalf of the Office of the CAO and Corporate Communications Division.</li> <li>Responsible for the confidentiality and security of departmental records. Oversee the creation of new records; classify and store as well as oversee the removal and disposal of files/records annually in accordance with TOMRMS.</li> <li>Prioritize tasks effectively, which includes managing competing deadlines to provide seamless administrative support to the CAO.</li> <li>Assist with special projects at the direction of the CAO (e.g. Strategic Plan, Lean training implementation, Poverty Reduction Working Group), including conducting research as required.</li> <li>Handle highly confidential matters as it relates to the Corporation and community as directed.</li> </ul>	<p>40%</p>
<p><b>Policies/Programs/Service Delivery</b></p> <ul style="list-style-type: none"> <li>Manage the City’s Corporate social media channels by monitoring daily and engaging with audiences through the City’s Corporate channels in accordance with the City’s Social Media Policy.</li> <li>Facilitate training for new social media contributors.</li> </ul>	<p>45%</p>

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<ul style="list-style-type: none"> <li>▪ Review and distribute daily news coverage related to City programs, services and issues.</li> <li>▪ Support and maintain the corporate website and City intranet in collaboration with I.T. and department contributors.</li> <li>▪ Assist in oversight of the City’s corporate visual identity program.</li> <li>▪ Assist with the development and implementation of communication policies and programs, ensuring alignment with corporate objectives.</li> <li>▪ Manage and schedule the City’s weekly e-newsletter.</li> <li>▪ Support the Manager of Communications in the development and implementation of communication strategies for the Corporation. This includes conducting research and interviewing sources on a wide variety of subjects and drafting communication plans, briefs, news releases, advertising and marketing content.</li> <li>▪ Support public engagement initiatives and assist in the execution of Corporate events.</li> <li>▪ Liaise with government officials, the media, City Departments and any other external parties as required.</li> <li>▪ This position is a member of the City’s Emergency Control Group as the alternative Emergency Information Officer and attends Council meetings as required.</li> <li>▪ Provide coverage for the Manager of Communications in their absence.</li> <li>▪ Assist in the Municipal Election process.</li> <li>▪ Other duties as assigned in accordance with Corporate Objectives.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>▪ Oversee and track the budget for the Office of the CAO, including Corporate Communications Division.</li> <li>▪ Monitor expenses and ensure compliance with financial policies.</li> <li>▪ Process invoices, cheque requisitions, mileage reimbursement, and other employee expenses on behalf of the department, and liaise with the Finance Division as required.</li> <li>▪ Assist with financial reports and ensure proper allocation of resources.</li> </ul>	10%
<p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>▪ Record and track employee time (worked hours, vacation, sick, etc.) and submit approved timesheets for all employees in department within required deadlines.</li> <li>▪ Handle confidential personnel documents and reports.</li> <li>▪ The role also involves responding to payroll inquiries and liaising with HR when needed.</li> </ul>	5%

\*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



## Decision Making and Independence

### 1. Examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.

- This position must balance multiple tasks such as managing the CAO's calendar, scheduling meetings, and responding to urgent correspondence. Judgement is required to assess competing priorities and ensure deadlines are met efficiently without compromising quality.
- The role involves crafting official statements to the media and social media updates. Judgement is necessary to determine the appropriate tone, content, and timing of messages to align with corporate priorities and community expectations.
- This position deals with sensitive matters, including personnel issues, legal documents, and financial reports. Judgement is used to ensure confidentiality, accuracy, and compliance with policies before sharing information.

### 2. Examples of situations or problems that are referred to the supervisor for direction or resolution.

- Any public statements with potential legal, financial, or reputational impact require approval from the CAO or Manager of Communications to ensure alignment with corporate strategy and policies.
- Situations that involve amendments to corporate policies, employment contracts, or legal implications are referred to senior management for guidance and resolution.



## Required Training

- Completion of, or enrollment in the Municipal Administration Program through AMCTO.
- Training in media relations, crisis communication, and digital engagement strategies.
- Training on the latest trends in corporate social media engagement and monitoring.



## Minimum Qualifications

### Education (degree/diploma/certifications)

- College diploma in Office Administration, Communications, Public Relations, or Journalism.

### Experience

- Minimum two years' experience in a municipal setting with a demonstrated understanding of municipal operations and administrative/project experience.
- Social media, media networking, and digital media management.
- Understanding best practices for maintaining and securing municipal records.

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## Knowledge/Skills/Ability

- Excellent judgement, organizational, verbal, and written communication skills.
- Strong interpersonal skills and ability to work in a team environment.
- Excellent time management and ability to handle multiple priorities.
- Advanced computer skills using SharePoint, MS Office applications, including Word, Excel, PowerPoint, Email, and the Internet.
- Knowledge of desktop publishing using Adobe Creative Suite and web content management or HTML.
- Familiarity with Emergency Control protocols and crisis response procedures.
- Techniques for handling public inquiries and managing challenging situations in a professional manner.
- Ability to exercise discretion in handling confidential information.

## Physical Demands

- Sitting, standing, or walking. Work is conducted in a standard office environment with continual visual concentration required.

## Position Requirements

- Valid Class 'G' Ontario Driver's License and access to a reliable vehicle.
- A current and acceptable Criminal Record Check is required prior to the commencement date.
- Attendance at meetings, seminars and conferences as required. Attendance at meetings after hours may be required.
- Must have a high-speed internet connection and a proper workstation at a home location to enable remote work. Please refer to the Working From Home procedure.



## Preferred Qualifications

### Education (degree/diploma/certifications - in addition to the above)

- Basic Emergency Management Certification.
- Lean Certified.
- Completion of the Municipal Administration Program offered through AMCTO.

### Experience (in addition to the above)

- Previous experience in an executive assistant role in a fast-paced environment reporting to a senior level manager.
- Previous communications experience in the public sector.

### Knowledge/Skills/Ability (in addition to the above)

- Graphic Design and video production knowledge using Adobe Creative Suite.
- Knowledge and proficiency using Govstack.



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## Position Classification

<b>Position Title:</b> Executive Assistant to the CAO/Communications Coordinator	<b>Division:</b> N/A
<b>Department:</b> Chief Administrative Office	<b>Classification:</b> Exempt (non-union)
<b>Work Location:</b> Orillia City Centre	<b>Reports to (Direct):</b> Chief Administrative Officer
<b>Position(s) Supervised Directly:</b> N/A	<b>Position(s) Supervised Indirectly:</b> N/A
<b>Effective Date:</b>	<b>Revision Date:</b> February 26, 2025
<b>Salary Range:</b> Category 4 - Exempt Salary Schedule	<b>Hours per Week:</b> 35



## Organizational Chart

Below is the reporting relationship of this position to others within the immediate department.

