

Job Title: Executive Assistant to the CAO

Position Summary

The Executive Assistant to the Chief Administrative Officer is accountable for the effective coordination of the CAO's office and the timely delivery of executive support that enables informed decision-making, continuity of operations, and responsive follow-up on corporate and Council-related matters. The role is responsible for coordinating confidential and sensitive information, executive priorities, and related follow-up in support of the CAO's office, including matters involving labour relations, human resources, strategic initiatives, and issues under consideration by senior leadership or Council.

The role provides senior-level coordination and influence across the executive office by working closely with the CAO, Executive Assistant to the Mayor, Commissioner Executive Assistants, Senior Leadership Team, and other internal and external contacts to support communication, cross-coverage, consistent practices, and continuity of service. The role provides back up to the Executive Assistant for the Mayor's office as needed. It acts as a key liaison within a complex municipal environment and provides indirect leadership within the executive assistant network through collaboration, executive follow-up, and the coordination of shared workflows and priorities.

Key Responsibilities

1. Executive & Political Support

- Coordinates the CAO's calendar, meetings, travel, and engagements, balancing priorities to ensure preparedness for corporate and political matters.
- Prepares and quality-controls briefing notes, correspondence, presentations, and agendas to support informed decision-making for Council, leadership, and stakeholders.
- Serves as primary point of contact for the CAO; screens, prioritizes, and escalates inquiries and issues using sound judgment.
- Supports executive communications and political interface, including key messages and speaking materials; provides backup to the Mayor's Executive Assistant.
- Advances delegated work by following up on actions, anticipating needs, and preparing materials for effective issue management.

2. Corporate Coordination

- Coordinates leadership and corporate meetings (e.g., Administrative Staff Committee), including agendas, logistics, minutes, and follow-up.
- Tracks Council decisions, priorities, and initiatives, ensuring deadlines and actions are monitored and completed.
- Supports strategic initiatives and projects by coordinating timelines, stakeholder input, and updates.
- Organizes information and activities to ensure continuity, communication, and effective coordination.
- Assists with or leads corporate events and executive initiatives, including logistics and communications.
- Collaborates with Commissioner Executive Assistants to support cross-coverage, scheduling, and workflow continuity while handling sensitive information appropriately.

3. Research & Reporting

- Conducts research, jurisdictional scans, and information gathering to support issue management and executive needs.
- Prepares reports, briefing materials, summaries, and key messages for the CAO, Council, and leadership.
- Monitors strategic plans, performance measures, and emerging municipal issues, providing updates to support awareness and decision-making.
- Drafts responses to public, stakeholder, and Council inquiries with accuracy and alignment.

4. Discretion, Confidentiality & Issue Coordination

- Manages confidential, politically sensitive, and pre-decisional information with professionalism and discretion.
- Supports labour relations, HR, legal, and sensitive matters by coordinating information and maintaining secure handling.
- Applies political acuity and judgment in managing inquiries and emerging issues.
- Maintains secure records and tracking systems in accordance with corporate policies.

5. Administrative Operations & Records Management

- Maintains effective filing, records management, and retrieval systems for the CAO's office.
- Reviews and edits reports, correspondence, and presentations for quality and consistency.
- Coordinates invoices, registrations, subscriptions, and office administration requirements.

- Identifies and implements improvements to processes, information flow, and efficiency.

6. Other Related Duties

- Provides support to the Mayor, Council, and leadership on CAO-related matters as assigned.
- Attends evening/off-site meetings as required.
- Maintains awareness of municipal issues and priorities.
- Performs other related duties consistent with the role.

Education

Required Qualifications

- Diploma or degree in Public Administration, Business Administration, Political Science, Office Administration, Communications, or a related field.
- Minimum of five (5) years of progressively responsible experience providing senior administrative or executive support to senior leaders, ideally in a municipal or broader public sector environment.

Asset Qualifications

- Municipal experience, including direct support to a CAO, senior leadership team, Mayor, or Council environment.
- Experience using Council agenda or meeting management systems, records management systems, and collaboration tools.
- Coursework, training, or designation related to municipal administration, governance, communications, or project coordination.

Experience and Technical Skills

- Demonstrated ability to exercise independent judgment, discretion, and political acuity in a non-union executive support role involving confidential, labour relations, human resources, strategic, or politically sensitive matters.
- Demonstrated ability to provide senior-level executive support, coordinate cross-coverage, and promote consistent practices across an executive assistant network without formal supervisory authority.
- Ability to work effectively in a fast-paced environment with changing priorities, tight deadlines, flexible hours, and a high standard of accuracy, responsiveness, and professionalism.

Technical Skills

- **Legislative & Regulatory Knowledge** - Knowledge of municipal governance, Council processes, records management, privacy requirements, and related legislation relevant to the CAO's office, with an understanding of the legislative and political environment in which municipalities operate.
- **System Proficiency** - Advanced proficiency in Microsoft Office, including Outlook, Word, Excel, PowerPoint, Teams, and other business systems used to support executive operations, meeting coordination, records management, and the preparation of executive materials.
- **Data & Information Management** - Strong ability to organize, maintain, track, and retrieve confidential, strategic, and operational information accurately and efficiently, including materials related to labour relations, human resources, Council matters, benchmarking, and pre-decisional issues.
- **Project & Process Coordination** - Ability to coordinate meetings, timelines, follow-up, and executive office workflows across multiple priorities while maintaining accuracy and attention to detail, and to support strategic initiatives, corporate priorities, cross-coverage, and project follow-up in a fast-paced environment.
- **Professional & Interpersonal Skills** - Exceptional writing, editing, judgment, diplomacy, problem-solving, and relationship management skills, with the ability to prepare briefing notes, correspondence, presentations, reports, and other executive materials, and to work effectively with elected officials, senior leaders, staff, stakeholders, and the public.

Compensation

Classification for this position: Non-Union Job Class 4

Salary: \$99,120- \$105,950

Hours of Work and Location

35 hours a week

Advertisement Closing Date

June 19, 2026 11:59pm

Accommodation Needs and Protection of Privacy

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The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.