



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: DEPUTY CORPORATE OFFICER
DEPARTMENT: CORPORATE SERVICES
POSITION TYPE: EXEMPT
PAY RANGE: GRP3; \$92,094 – 108,346 – 124,598
LAST UPDATED: AUGUST 2024 (UNDER REVIEW)

NATURE AND SCOPE OF WORK

Under the direction of the Manager of Corporate Services, the Deputy Corporate Officer effectively coordinates the activities and delivery of services to Council and the public, organizing corporate services functions and supervising front counter services in support of the City's strategic and operational plans. The Deputy will lead, coach, train and mentor a small team of Corporate Services Assistants.

The Deputy Corporate Officer assists the Manager of Corporate Services in completion of duties, exercising considerable independent judgement, initiative, tact, courtesy, and diplomacy, while maintaining confidentiality for all files that are of a sensitive nature. This position is designated as the Deputy Corporate Officer as outlined in the *Community Charter* and is responsible for exercising and discharging the powers, functions, and duties in the absence of the Corporate Officer. Evening work is required to support weekly and ad hoc Council and related meetings.

Additionally, as a leader within the City of Colwood team and workplace community, the Deputy Corporate Officer models, promotes and ensures adherence to all workplace policies and work procedures, including but not limited to demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

DUTIES AND RESPONSIBILITIES

- Assists the Manager with overseeing Council and Committee processes, reviewing reports, agendas, minutes, legal notices, notifications, bylaws, correspondence and providing parliamentary and procedural advice to Council and Committee members.
- Leads a team of Corporate Services Assistants, including the selection, scheduling, training and development, performance coaching and day to day supervision within a team-oriented and service-oriented work environment.
- Works with other departments to coordinate information requests, advises on Council processes and procedures; receiving and responding to correspondence from the public and other organizations; communicating Council decisions to affected stakeholders and the public.
- Conducts policy review, drafting and distribution.
- Assists the Manager of Corporate Services with fulfilling the statutory duties of the Corporate Officer, as assigned, in accordance with the *Community Charter*.
- Develops and manages programs as the Freedom of Information Coordinator, Records Management Administrator, reviewing administrative procedures and processes and developing and implementing improvements.

- Attends regular and In-Camera meetings, Council meetings, Committee of the Whole, Committee, Commission and public hearings as required.
- Oversees and manages facility rentals, cemetery management, and business licensing intake and processing.
- Oversees the management of the City's Records Management (RM) Program ensuring proper management storage and control.
- Assists in the management of the Privacy Management program, and acts as the coordinator of the Freedom of Information and Protection of Privacy program.
- Acts as the Deputy Chief Election Officer and assists the Manager of Corporate Services in directing local government elections and other voting.
- Ensures that requirements for Council are met through adequate staffing for all meetings, routes correspondence, minutes and reports for required action, processes enquiries.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Comprehensive knowledge of the operations and functions of the Office of the Corporate Officer and other municipal departments applicable to the work performed.
- Ability to:
 - function independently and efficiently establishing and maintaining effective working relationships with municipal officials and other employees
 - develop, coach, mentor and motivate others to achieve individual and collective service goals and positive operational performance results.
 - maintain the confidentiality of matters and exercise discretion as required
 - work well under pressure with attention to detail and manage competing priorities under strict deadlines
 - interpret legislation, bylaws, policies, and regulations
 - maintain accurate records and document data for corporate records
 - work evenings to support weekly and ad hoc Council and related meetings
- Thorough knowledge of:
 - The *Local Government Act, Community Charter, and Freedom of Information and Protection of Privacy Act*
 - Legislative practices, procedures, and standards
 - Records management practices
 - Business English, spelling and punctuation
 - Microsoft Office, iCompass, and OpenText or similar systems and software programs
- Strong written and verbal communication skills.
- Excellent organizational skills.

COMPETENCIES:

- **Strategic Agility:** Anticipates future needs, opportunities, and consequences. Uses a proactive approach to take action and achieve desired outcomes.
- **Innovation:** Strives for innovation in the workplace. Champions new ideas and creative solutions.
- **Change Management:** Actively promotes appropriate change as a necessary business function. Leads people through transition and change.
- **Collaboration:** Uses a consultative approach to initiate and foster a spirit of cooperation to achieve corporate goals.

- Customer Focus: Provides excellent service to both internal and external customers.
- Safety Focus: Remains mindful of physical and psychological safety at all times and plans, assigns, supervises, and performs work in a way that minimizes risk of injury to self and others and models sound occupational health and safety practices.
- Personal Insight and Rapport: Demonstrates Colwood's values, awareness of strengths and weaknesses, seeks feedback, fulfills commitments, demonstrates courage to do what is right.
- Supporting Employees: Empowers employees to contribute to organizational success. Models and encourages compassion, empathy, integrity, and strength of character.

MINIMUM TRAINING AND EXPERIENCE REQUIRED*

- Completion of Grade 12 supplemented by formal education in Local Government Administration and Records Management such as:
 - Certificate in Local Government Administration
 - Municipal Administrative Training Institute (MATI) Program
 - ARMA certificate program(s)
- Minimum five (5) years related progressive administrative experience in a local government or related environment.
- Minimum two (2) years supervisory experience.
- Thorough knowledge of the *Community Charter* and *Local Government Act*, related statutes, laws and regulations
- CMC Designation considered an asset
- Experience providing direct support to committees, councils, boards, or commission procedures.

**an equivalent combination of training and experience may be considered.*