



# we are **HIRING**

## Mayor & CAO's Office Executive Assistant

Versatile, adaptable and confident, you will provide assistance to the Mayor and CAO with customer service, outreach and administration. You are enthusiastic about being part of a close-knit team that works in a high-paced and ever-changing environment. You bring your energy, political intelligence and critical thinking to all tasks. You are adept at using communications tools and have a strong social media skillset.

In the role of executive team scheduler, you specialize in laser sharp organization. Your keen attention to detail is above the fold and your planning precision and people skills are your strengths. You manage competing priorities with ease.

You have experience communicating and problem solving on the spot. You look forward to the opportunity to share Niagara Falls' signature hospitality with visitors and residents to City Hall.

You have a post-secondary degree or diploma along with at least 3 years of related or commensurate total experience, with examples of exceptional customer service throughout. This position requires a flexible work-week with some evenings and weekends.

**CLOSING TUESDAY, APRIL 2, 2024**

**\$63,747 - 79,684 salary range**



**APPLY ONLINE**  
**[niagarafalls.ca](https://niagarafalls.ca)**

## **CITY OF NIAGARA FALLS POSITION DESCRIPTION**

This description reflects the general details necessary to describe the principle functions of the position, and shall not be construed as a detailed description of all work requirements inherent in such classification.

<b>POSITION TITLE:</b>	<b>Executive Assistant - Mayor and CAO's Office</b>
<b>POSITION SUMMARY:</b>	Performs administrative duties for the office of the Mayor and Chief Administrative Officer (CAO).
<b>DIVISION / DEPARTMENT:</b>	Mayor and CAO's Office / Administration - Executive
<b>RESPONSIBLE TO:</b>	Manager, Mayor and CAO's office
<b>SUPERVISES:</b>	N/A

### **RESPONSIBLE FOR:**

1. Provides customer service, clerical support and confidential administrative services for the Mayor and CAO's Office.
2. Working in a fast-paced work environment, and within an office team, will prepare the daily agendas for the Mayor and CAO including the scheduling of appointments and visitor receptions.
3. Through various social media platforms, assists and responds to customer feedback as well as designing and developing digital messaging.
4. Prepares correspondence related to acknowledgement and/or resolution of customer complaints, including handling initial complaints, referrals, recording, follow-up and customer response.
5. Prepares correspondence and reports including proof reading, review and distributing according to protocol.
6. Processes documents for signatures by the Mayor and CAO.
7. Maintains customer contact database ensuring compliance with policies and procedures.
8. Processes visitor pension forms for Mayor's signature.
9. Back-up to the Manager, Office of the Mayor and CAO.
10. Completion of special assignments and tasks as assigned.

### **POSITION REQUIREMENTS / QUALIFICATIONS:**

- Minimum college diploma, with preference given to Digital Marketing or Political Science graduates.
- At least three (3) years related experience, municipal experience preferred.
- Demonstrated work experience with social media platforms and intermediate proficiency in Microsoft Office products.
- Exceptional customer service skills combined with strong interpersonal, communication and organizational skills.
- An ability to multi-task and meet deadlines in a fast-paced environment.
- Creative, adaptable and resilient with a strong sense of urgency and able to work flexible hours where required.