

Chief Administrative Officer (CAO)

The City of Waterloo, Ontario is well known for its reputation of hard work, innovation and strong values, and for being home to world class educational, research and technology institutions such as the University of Waterloo, Wilfrid Laurier University, Conestoga College, the Perimeter Institute, the Centre for International Governance Innovation (CIGI), and Canada's Technology Triangle Inc (CTT), as well as a base for prominent corporations such as Research in Motion (RIM), Google, Oracle, Manulife, SunLife, Economical Insurance Group, Open Text and Sybase. With a growing population of over 120,000, the City of Waterloo is a busy urban centre surrounded by the superb natural environment of Waterloo Region and the prosperous Golden Triangle, providing excellent lifestyle advantages and opportunities associated with proximity to major urban centres as well as popular recreation and tourism destinations. Collaboration and innovation are the cornerstones that define and differentiate Waterloo as a great place to live, work and do business. With these two values as driving forces, the result is a unique community in which business, residents, academics, and municipal leadership work together to ensure a sustainable future. More information is available on the City of Waterloo web site at www.waterloo.ca

Position Overview

Reporting to City Council, the Chief Administrative Officer (CAO) will be a dynamic and influential leader with a proven record of excellence in leading/managing a large public administration organization or a multi-faceted business. Working collaboratively with Council and the Corporate Management Team, the CAO will be instrumental in the ongoing development of the City's long term goals, and will lead the organization in setting priorities and performance standards to drive the execution of these strategic plans as defined by Council. The CAO will provide executive leadership to the various City departments, staffed by approximately 900 people, and with a total 2009 budget of almost \$200M, as they serve the needs of the citizens of Waterloo and ensure effectiveness of their operations. The City of Waterloo is one of seven area municipalities within the Regional Municipality of Waterloo framework (pop. 530,000), and as such, the CAO is expected to collaborate and work with other area CAO's and municipal governments on matters of common interest.

Key Accountabilities:

- Provide advice and support to the Mayor and Council in the ongoing management of the City's vision, mission and strategic direction, as well as in the development and

administration of corporate policies, programs, best practices and new initiatives to realize the vision.

- Work with the General Managers to establish and implement multi-year business plans and budgets, set priorities, allocate resources and deliver results in accordance with the City's vision and strategic direction.
- Bridge the relationship between elected officials and administrative staff, translating Council's vision and strategic direction into administrative action.
- Establish and maintain appropriate internal controls and ongoing tracking mechanisms to safeguard assets, minimize risk, ensure fiduciary and legal compliance, and generally monitor and report on the City's performance against plan, budget and service delivery goals.
- Effectively communicate with Council, staff and the community, maintaining positive employee relations and a strong interactive relationship with the Mayor and Councillors.
- Ensure an inclusive and successful organizational culture by championing a diverse, learning organization and effectively supporting an environment where positive labour relations flourish.
- Expand and maintain a strong external network of other area municipal counterparts, Federal, Provincial and Regional level officials, business and academic leaders, community/residential associations and professional associations.

Qualifications & Experience

- Post-secondary Degree in Social Sciences, Business or a related discipline
- 10 – 15 years of progressively senior management experience in public or private sector organizations.
- Strong communicator, with demonstrated ability to present clearly, promote understanding through effective verbal, written and listening skills, and build consensus in a diverse organization.
- Strategic planner, with an ability to facilitate change where appropriate and develop creative and innovative solutions to old and new challenges.

- Project manager and administrator with a proven track record of managing complex projects and large budgets, achieving results and meeting commitments.
- Executive with proven labour relations experience, with a solid understanding of the negotiations, conflict resolution and performance management processes.
- People manager who excels at aligning the organization's talent behind a single set of strategic goals through team building, coaching, mentoring, developing and communicating.
- A community-focused leader who can effectively represent the City of Waterloo

For further information, email a resume in complete confidence to:
File # 09-47, Attention: Susan Demeter, Susan Demeter Consulting,
519-503-3671, caosearch@waterloo.ca

The City of Waterloo is an equal opportunity employer