



JOB DESCRIPTION

JOB TITLE: CHIEF OF STAFF – MAYOR’S OFFICE

REFERENCE NO: 100513

DIVISION: MAYOR’S OFFICE

APPROVAL DATES: BY: *Linnsie Clark* DATE: Mar 9, 2022
Linnsie Clark (Mar 9, 2022 15:40 MST)
MAYOR

BY: *Stan Schwartzberger* DATE: Mar 8, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

The Chief of Staff provides professional executive advice, corporate guidance and advocacy support to the Mayor and Council while establishing and maintaining effective working relationships and acting as a point of contact with the City Manager or designate(s), the community, stakeholders, and other orders of government all focused on making time, information, and decision processes more effective. The role is responsible for issues management and organizing and prioritizing critical issues and information for the Mayor and Council to facilitate efficient decision-making. This role is also responsible for organizational advocacy efforts, government relations, indigenous relations and the activities that support these objectives for the City of Medicine Hat. The Chief of Staff collaborates with the Mayor and City Manager or designate(s) to ensure coordination of efforts to address municipal priorities and issues. This position regularly anticipates and responds to a broad spectrum of matters requiring a comprehensive understanding of City functions. The position requires competence to perform duties with diplomacy, confidentiality, excellence, and independence in a highly proactive and responsive manner.

This position is intended to provide services that are complementary and in alignment with the City’s Administration.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Mayor.
- Supervises the Public Relations Advisor.
- Maintains relationships with Council and City Manager, or designate(s), and Senior Leadership.
- Fosters and maintains relationships with other municipal governments, Councils, and provincial and federal governments, and community leaders in the business and social servicing sectors.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

Strategic and Tactical Advisor:

- Acts as a strategist/tactical and political advisor and point of contact to the Mayor and Council.
 - Collaborates with the Mayor and Council, City Manager, or designate(s) to ensure advocacy and coordination of efforts to address municipal priorities and issues from a political perspective.
- Working in collaboration with the Mayor and City Manager or designate(s):
 - Organizes and prioritizes critical issues and required information for the Mayor and Council to facilitate efficient governance level decision making.
 - Coordinates with the Mayor, rapid action and response on policy and program requests arising for the City.
 - Maintains fluid communication between Mayor and Council and City Manager or designate(s) in the organization in response to requests, seeking opportunities to influence stakeholders, government officials and other contacts.

- Seeks relevant facts and information by conducting research and contacting various internal and external stakeholders, analyze the information by identifying options and priorities and provides verbal or written briefings to the Mayor.
- Actively plans, coordinates, and participates in strategic activities involving the Mayor and Council.
- Ensures Mayor and Council are appropriately briefed on pressing concerns, and public events by tracking and anticipating community inputs relating to municipal and other levels of government priorities and activities. Coordinates and implements effective issues management processes for the Office of the Mayor and Council.
- Prioritize, identify and recommend to Mayor and Council, new and revised policies and strategies including communicating policy priorities to the appropriate internal or external entity.
- Prepares the Mayor and Council for important meetings and events.
- Executes communications, social media, marketing strategies in conjunction with Public Relations Advisor.
- Drafts, reviews, or edits briefing materials for the Mayor and Council.
- Other duties as required.

Communication and Research Support:

- Working in collaboration with the Mayor and City Manager or designate(s):
 - Acts as the liaison between Mayor and other stakeholders to ensure consistent communication and involvement or decision-making in a timely manner.
 - Coordinates and executes Council traditional and social media and related City communication strategies in collaboration with Public Relations Advisor and the City Manager or designate(s).
 - Works with City Manager or designate(s) and the Public Relations Advisor to provide social media and media relations content to Mayor and Council, including print literature, news media and website content.
 - Conducts research and stakeholder engagement on topics relating to Council and committee work.
 - Solicits opportunities to raise the City’s profile and generate positive media opportunities.
 - Researches and composes confidential reports, briefing notes, and position papers, messages, general correspondence and responds to inquiries.
 - Plans and updates the Mayor and Council about community feedback, upcoming events, and ongoing files.

Political Support:

- Develops and maintains a positive working relationship and network of contacts within the government, opposition, and civil service at the federal, provincial, and municipal levels, stewarding of all three levels of government to develop key City supporters in both government and opposition:
 - Develops a coordinated lobbying strategy, including appropriate systems to measure, track and report the status of the City’s government relations initiatives and mandates.
 - Facilitates communication of the City’s plans, achievements, needs, activities, concerns, and proposals to government officials and media.
 - Identifies opportunities for the City to participate in and influence the development of public policy, government initiatives and programs in areas central to the City’s mandate and acts as a strategic political advisor to the Mayor and Council.
 - Proactively highlights the achievements of the City, Mayor and Council.
 - Proactively enhances the profile of the City with other levels of government.
 - Facilitates and coordinates City visits with and by public office holders.
 - Analyzes the impact of government policies and legislation on the City.
 - Ensures the Mayor and Council are aware of relevant government policies, initiatives, development of programs, announcements, and legislation in areas central to the City’s mandate.
 - Ensures the Council members in government relations activities are aware of due process and expectations and ensures compliance with provincial and federal rules and regulations when necessary.
 - Ensures the Mayor and Council are aware of government initiatives and programs in areas central to the City’s mandate.

- Develops and enacts a strategic approach to government relations; ensures this strategy is aligned with other municipal plans and stakeholders.

Administrative Support:

- Works with Executive Assistant to manage the Mayor’s calendar, process and prioritize meeting requests, invitations, and outreach.
- Draft letters, emails, reports, and other correspondence on behalf of the Mayor.
- Prepares Mayor for meetings with stakeholders and other levels of government.
- Supports the Mayor in meetings by taking notes, managing the Mayor’s time and assuming responsibility for follow up and completion of action items.
- Creates and maintains systems and processes to streamline Mayor’s Office operations.
- Maintains accurate confidential files and data records.

REQUIRED COMPETENCIES:

- Excellent organizational and planning skills with the ability to recognize and attend to multiple priorities and deadlines.
- Demonstrated political savviness.
- Knowledge of local government issues and municipal policies and practices.
- Ability to perceive, manage, understand, and reason with emotions while working with people across the corporation and community.
- Ability to maintain a professional bearing, exercising tact and diplomacy while providing solutions and dealing with difficult and sensitive situations.
- Works in a manner that maintains the reputation and integrity of the Office of the Mayor and Council and The City of Medicine Hat.
- Ability to accept responsibility, act independently, make and defend decisions; yet acknowledge higher authority, listen to other opinions, and modify.
- Familiarity with multiple effective communication platforms.
- Strategic thinker, data-driven and analytical in approach to solving problems.
- Strong attention to detail and accuracy is crucial.
- Excellent written, oral and presentation skills, including the ability to rapidly compose readable, understandable, and factual material for Mayor and Council and public consumption.
- Excellent research skills.
- Excellent interpersonal skills combined with a professional and approachable manner allowing the development and maintenance of positive working relationships with City Council, Administration, governments, volunteers, institutional and business leaders. Promote existing relationships with other levels of government or the ability to rapidly generate and maintain the same.
- Solid understanding of the corporate structure, the community and its history and values.
- Ability to interpret complex or ambiguous concepts and present findings, alternatives, and recommendations to multiple audiences in an understandable format.

REQUIRED QUALIFICATIONS:

- Successful completion of a bachelor’s degree in Public Relations, Political Science or related field from a recognized post-secondary institution.
- Five (5) years’ experience in a similar role, including experience in a government field (provincial, federal).
- A graduate certificate in Government Relations would be considered an asset.
- A graduate degree e.g., MBA, MPA would be considered an asset.
- An equivalent combination of management approved education and experience may be considered.