



**TOWN OF CRESTON
EXECUTIVE ASSISTANT
JOB DESCRIPTION**

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| Job Title: EXECUTIVE ASSISTANT | Department: OFFICE OF THE CAO/MAYOR | Division: CORPORATE ADMINISTRATION |
| Classification: EXEMPT | Supervisor's Title: DIRECTOR OF CORPORATE SERVICES | Date: February 11, 2026 |

JOB SUMMARY

The Executive Assistant's position involves varied and complex work requiring the ability to multi-task in a fast-paced environment. This position is responsible for performing a wide range of professional administrative duties under tight deadlines using considerable independent action and judgement, as well as a high level of accuracy, confidentiality and discretion.

Reporting directly to the Director of Corporate Services, this position is responsible for the effective and efficient administration of day-to-day operations in the Office of the Mayor and Chief Administrative Officer (CAO). The incumbent must possess a broad knowledge of municipal government, and the ability to apply this knowledge to promote an effective and organized office. This position involves considerable contact with municipal, provincial, and federal staff, elected officials, and the public. The position requires a person with confidential tact, political acumen, and exceptional work ethic.

The responsibilities of the Executive Assistant position include:

- **Calendar and Schedule Management:** Managing the CAO's and Mayor's calendars, scheduling meetings, and arranging travel or events.
- **Special Projects, Research, and Policy Development:** Undertaking research assignments and managing special projects or strategic initiatives on behalf of the CAO (as delegated).
- **Meeting Administration:** Preparing meeting agendas and briefing notes for Council and committee meetings and taking or coordinating minutes.
- **Communication and Correspondence:** Drafting official correspondence, reports, and emails on behalf of the CAO/Mayor; acting as a point of contact for inquiries to the CAO's office.
- **Information Liaison:** Coordinating information flow between the CAO/Mayor and Council, staff, external agencies, and the public; ensuring follow-ups on action items and decisions.
- **Confidential Support:** Handling sensitive political and organizational information with discretion, maintaining confidential files for the CAO/Mayor's office.

IMMEDIATE SUPERVISOR

Director of Corporate Services

JOB RESPONSIBILITIES

Calendar & Schedule Management:

1. Oversee the complex schedules of the CAO and Mayor, including coordinating and confirming meetings, appointments, and community events.
2. Ensure efficient calendar management by anticipating scheduling needs, resolving conflicts, and prioritizing requests.
3. Arrange all necessary logistics for official travel or event attendance, such as booking transportation and accommodations and preparing detailed itineraries for conferences and meetings.

Meeting Administration:

4. Coordinate all aspects of Council, committee, and executive leadership meetings to ensure they run smoothly. This includes drafting and distributing meeting agendas and comprehensive briefing packages, assembling relevant background materials (reports, presentations, bylaws, etc.), and preparing briefing notes to inform the CAO and Mayor on key issues.
5. Attend meetings (or ensure a delegate is present) to accurately record minutes and decisions. After meetings, finalize and circulate official minutes and track action items or follow-ups, ensuring that decisions are communicated and addressed by the responsible parties in a timely manner.

Communication & Correspondence:

6. Serve as the communications hub for the CAO/Mayor's offices, handling incoming and outgoing correspondence with professionalism and efficiency.
7. Draft, proofread, and format a wide range of official documents – including letters, memos, emails, reports, briefing notes, and press releases – on behalf of the CAO or Mayor.
8. Ensure that all communications reflect the appropriate tone and messaging.
9. Act as a gatekeeper and first point of contact for inquiries directed to the CAO and Mayor: field phone calls, emails, and in-person questions from citizens, staff, and external stakeholders, addressing issues directly or routing them to the appropriate department for resolution.
10. Maintain consistency and responsiveness in all correspondence to uphold the office's reputation.

Information Liaison:

11. Facilitate smooth information flow between the CAO/Mayor and other parts of the organization or community.
12. Relay decisions, directives, and pertinent information from the CAO and Mayor to Council members, municipal department heads, staff, and external agencies as appropriate. Conversely, gather information, updates, and reports from internal departments and external partners to brief the CAO ensuring they are kept well-informed of ongoing issues and community developments.

13. Coordinate with senior staff to ensure the CAO and Mayor meet all required deadlines for submissions or actions (e.g. council report deadlines, legislative or regulatory timeframes).
14. Track and follow up on action items arising from meetings or public engagements, “closing the loop” on tasks by communicating status updates and outcomes back to the CAO.
15. In this liaison role, build and maintain effective working relationships with a wide network of contacts, including provincial/federal officials and community leaders, to advance the municipality’s interests.

Special Projects & Research:

16. Undertake special assignments, research tasks, and strategic projects on behalf of the CAO as delegated. This may involve gathering and analyzing data, researching policy issues or municipal best practices, and preparing concise briefing notes or reports with findings and recommendations.
17. Manage projects or initiatives assigned by the CAO, which could range from coordinating interdepartmental efforts to organizing public events or drafting policy documents. Ensure project milestones are met and keep the CAO updated on progress.
18. Assist in preparing presentations, speaking notes, or background materials for the CAO’s use at conferences, council workshops, and community events.
19. These duties require the ability to work independently, show initiative, and provide well-considered advice to support the organization’s strategic priorities.

Confidential Support:

20. Handle all sensitive political and organizational information with the utmost discretion.
21. Maintain secure filing systems (physical and electronic) for the CAO/Mayor’s office, organizing confidential files such as in-camera Council documents, and legal correspondence.
22. Oversee the proper handling of confidential emails and memos and ensure that sensitive documents are only accessible to authorized personnel. Because this position is privy to politically sensitive discussions and high-level decisions, exercise sound judgment at all times to safeguard confidential matters.
23. Provide trusted support in HR-related or political matters (such as assisting with confidential HR issues or election preparations), always demonstrating a high level of integrity, tact, and professionalism.

Other duties:

24. In the event of an Emergency Operation Centre (EOC) activation, may be assigned duties within the EOC.
25. Appointed as Deputy Corporate Officer and provides backup support to the Director of Corporate Services.
26. Other duties may be assigned as required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

The successful candidate will possess:

Advanced Organizational Skills:

1. Mastery of scheduling and logistics, with the ability to coordinate multiple calendars and meetings seamlessly.
2. Exceptional attention to detail in planning meeting logistics (booking venues or conference calls, preparing agendas and materials, arranging audio/visual setup) and in keeping accurate records such as meeting minutes and task lists.
3. Capable of multitasking and tracking a variety of tasks and commitments to ensure nothing falls through the cracks, even in a fast-paced setting.

Exceptional Communication (Written & Verbal):

4. Superior ability to communicate in a professional, clear manner.
5. Skilled in drafting and editing high-quality written documents, from formal letters and council reports to emails and media statements.
6. Strong verbal communication and interpersonal skills, with the confidence to speak on behalf of the CAO or Mayor when requested and to convey information effectively to Council members, staff, and the public.
7. Adept at tailoring communication style to different audiences (e.g. public inquiries versus internal briefings) while maintaining diplomacy and courtesy.

Discretion and Confidentiality:

8. Unwavering integrity in handling confidential information.
9. Proven ability to exercise good judgment and maintain strict confidentiality when dealing with sensitive issues (political discussions, personnel matters, legal issues, etc.).
10. Understands the high level of trust placed in this role and consistently demonstrates tact, discretion, and a professional demeanor.
11. Able to navigate politically charged situations with sensitivity and remain impartial and trustworthy.

Technology Proficiency:

12. High degree of comfort with office technology and software.
13. Expert user of Microsoft Office Suite (Outlook for email and calendar management, Word for document preparation, Excel for data tracking or budgeting, PowerPoint for presentations, and Teams or similar collaboration tools).
14. Experience with cloud-based collaboration platforms and document management systems. Able to quickly learn specialized municipal software (e.g. agenda management or records systems) and leverage it to improve office workflows.

15. Basic ability to use or coordinate graphic design or publishing software to create meeting binders, presentation materials, or public notices is an asset.

Meeting & Event Coordination:

16. Skilled in coordinating meetings and official events from start to finish. Capable of preparing meeting agenda packages and briefing binders that equip the CAO and Mayor with all necessary information.
17. Competence in setting up meeting rooms with required audio/visual equipment and ensuring technology is tested and functional for presentations or hybrid meetings. During events or meetings, able to manage on-the-spot needs (such as last-minute material updates or technical issues) calmly.
18. After meetings, diligently handles follow-up tasks, whether that is drafting minutes, tracking decisions and next steps, or communicating outcomes to stakeholders.

JOB REQUIRED QUALIFICATIONS

Education and Training

1. Post-secondary diploma in Business Administration, Public Administration, Office Management/Office Administration, or a closely related field. A bachelor's degree is preferred.
2. Additional professional training or certification relevant to executive support is an asset, for example, coursework in project management, public administration, or corporate communication.

Experience:

1. Minimum five (5) to seven (7) years administrative experience in an executive assistant or senior administrative support role, preferably supporting executives or elected officials in a government or public-sector environment.
2. A proven track record of managing high-volume scheduling and communications is required – the ideal candidate has successfully juggled busy calendars, extensive correspondence, and confidential files for a high-level office or team.
3. Experience working under pressure and meeting tight deadlines in a politically sensitive environment.
4. Experience in a municipal government setting an asset.
5. Valid Class 5 British Columbia Driver's Licence.

GENERAL WORK EXPECTATION AND CONDITIONS

- Normal work week is 35 hours per week;
- Flexibility in terms of work hours;
- Required to attend evening meetings as required;
- Working conditions are generally an office setting;
- Sufficient physical ability to work in an office setting and operate office equipment;
- See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and
- Hear in the normal audio range with or without correction.