



VILLAGE OF GLENWOOD

POSITION PROFILE — CHIEF ADMINISTRATIVE OFFICER

Appendix "A" to the Chief Administrative Officer Bylaw · Revised June 2026 (draft)

Position	Chief Administrative Officer (CAO)
Reports to	Council, as a whole (the CAO is the Village's sole direct employee)
Supervises	All Village staff and contracted positions
Status	Statutory officer appointed under s.205 of the Municipal Government Act

The Position

The Chief Administrative Officer is the administrative head of the Village of Glenwood. The CAO assists and advises Council in directing the overall planning, coordination and control of all municipal operations, in accordance with the vision, objectives, policies, budget and plans approved by Council.

The CAO performs the statutory duties set out in the Municipal Government Act and ensures the Village complies with all applicable legislation, including the Municipal Government Act, the Access to Information Act, the Protection of Privacy Act, and the Local Authorities Election Act. As the leader of a small municipal organization, the CAO is both a strategic advisor and a hands-on generalist who works directly across finance, administration, public works, planning, and community services.

Key Responsibilities

In addition to the duties prescribed by the Municipal Government Act, other legislation, Village bylaws and policies, and duties assigned from time to time by Council, the CAO:

- **Strategy & policy** — recommends objectives, policies and programs to Council; advises on implementation; monitors progress; and recommends improvements.
- **Council support** — attends all regular and special meetings of Council and committees; provides accurate, well-researched advice and recommendations; and ensures proceedings are properly recorded.
- **Legislative & governance** — drafts bylaws and policies; prepares agendas, requests for decision, and resolutions; and advises Council in writing of its legislative responsibilities.

- **Financial management** — leads the annual operating and capital budget process; controls revenues and expenditures; ensures accurate financial records and reporting; and oversees prudent investment and asset stewardship.
- **Records, access & privacy** — ensures records are maintained, retained and protected, and that the Village meets its obligations under the Access to Information Act and the Protection of Privacy Act, including a privacy management program and a designated privacy officer.
- **Human resources** — leads, supports and develops Village staff; oversees hiring, training, evaluation and discipline in accordance with policy; and fosters a cooperative, service-oriented workplace.
- **Public & intergovernmental relations** — oversees prompt, professional handling of public inquiries and complaints; and builds effective relationships with residents, other governments, and community organizations.
- **Emergency management & regional collaboration** — maintains the Village's emergency management program and participates in intermunicipal collaboration and regional planning.
- **Operations** — coordinates municipal activities, projects and day-to-day service delivery; and authorizes purchasing within approved budgets and delegated spending authority.
- **Other** — performs other duties as required by Council.

Education & Qualifications

The Municipal Government Act does not prescribe formal qualifications for a CAO, which gives Council flexibility to weigh experience alongside credentials. The Village looks for a clear pattern of professional and personal development supporting a senior municipal management role, including:

- Post-secondary education in public administration, business, local government or a related field (an equivalent combination of education and experience will be considered).
- A Certified Local Government Manager (CLGM) designation, NACLAA certification, or willingness to obtain one, is an asset.
- Working knowledge of the Municipal Government Act and related legislation (ATIA, POPA, the Local Authorities Election Act).

Experience

The ideal candidate brings a combination of the following, preferably in a municipal setting:

- Progressively responsible experience in municipal administration or a comparable public-sector or management role.
- Demonstrated success in building teams and delivering services with limited resources.
- A positive record of working with elected officials, boards, committees, and the public in policy development and service delivery.
- Proven ability in budgeting, financial management and reporting.
- Experience with strategic planning, organizational development, and effective working relationships with staff and other governments.

Skills & Attributes

The CAO will demonstrate a progressive leadership style and positive relationships with elected officials, staff and the community, and will be equally comfortable as a senior manager and as a hands-on team participant. Among other attributes, the following are important:

- **Leadership** — provides clear direction, guidance and support; a mentor and positive role model with a practical, common-sense approach.
- **Management** — promotes staff involvement with an emphasis on motivating and developing people, teams and activities.
- **Strategic & business planning** — provides leadership to planning initiatives and ensures accountability for results.
- **Communication** — a clear, concise and credible communicator who presents ideas effectively and listens well.
- **Interpersonal skills** — works well across disciplines, is sensitive to diverse needs, and integrates teams and volunteers.
- **Professionalism & ethics** — high ethical standards and an honest, open and consistent approach with Council, staff and citizens.
- **Financial management** — sound budgeting, financial control and reporting, with prudent stewardship of Village assets and infrastructure.
- **Legislative & regulatory knowledge** — strong working knowledge of the MGA, ATIA, POPA, the Local Authorities Election Act and related legislation.
- **Self-confidence & decision-making** — makes difficult decisions, stands by them, and maintains a positive, constructive attitude.
- **Organizing skills** — simplifies complex matters and runs a service-oriented administration.
- **Political acumen** — understands legislative and regulatory processes and reads the political implications of recommendations and actions.
- **Public service & engagement** — ensures citizen needs are identified and addressed and supports meaningful public participation.
- **Human resource management** — excellent HR and interpersonal skills, with strong negotiation and conflict-resolution ability.
- **Adaptability & innovation** — embraces change and technology to improve services and processes.
- **Community engagement** — a commitment to community services and visible, active involvement in the community.

This Position Profile forms Appendix “A” to the Village of Glenwood Chief Administrative Officer Bylaw and should be read together with the CAO’s responsibilities under the bylaw and sections 205 to 209 of the Municipal Government Act.