Operations Department
Executive Assistant

The City of Pembroke Operations Department is currently seeking a **Full-Time Permanent Executive Assistant** to join their team. This position is being advertised to fill an existing vacancy.

About Us
The City of Pembroke is the Heart of the Ottawa Valley. You can do it all from beautiful Pembroke thanks to our unparalleled quality of life, competitive property costs, cost of living, critical infrastructure, healthcare, education resources, and proximity to Ottawa. Enjoy a work-life balance set according to your terms in Pembroke. Learn more about us at www.pembroke.ca

Position Summary: The Operations Executive Assistant provides comprehensive support to the Director of Operations. This position delivers high-level administrative, analytical, and communication support, including minute-taking and appointment scheduling, as well as project-based assistance for the Operations Department's programs, projects, and future planning.

The position assists in the development and updating of by-laws, agreements, policies, and procedures related to the department, and supports the coordination of the department's ongoing studies, plans, and programs.

Education/Qualifications/Experience:

1. A post secondary diploma in Business Administration, or combination of education and work experience.

2. Demonstrated knowledge of legislation and processes related to municipal administration, Public Works and Operations.

3. 3 years of experience in office administration supporting executive-level administrators, preferably in a municipal environment preferred.

4. Intermediate computer skills, including proficiency with Microsoft Office applications (Word, Excel, Outlook). Ability in the use of GIS and AutoCAD would be beneficial.

5. Working knowledge of project management concepts, terminology, and life cycle stages would be beneficial. Formal project management training or a Certified Associate in Project Management (CAPM) designation is considered an asset.

Hours of work:
Monday- Friday 8 am- 4pm
1820 hours annually (35 hours a week) with occasional overtime.

Salary and Benefits:

- 58,567.97 annually (Step 1)
- Extended Health Care, Dental, Vision, Life Insurance, Long Term Disability and Accidental Death insurance.
- 15 days' vacation, increasing with years of service plus 2 wellness days.
- OMERS defined pension, including 100-per-cent employer matching.
- Professional development and skill-based training opportunities.
- Employee and Family Assistance Plan.

Applicants are invited to submit in confidence a detailed cover letter and resume by 12pm on **December 6, 2026.**

Human Resources Advisor
City of Pembroke
1 Pembroke St. East, Pembroke, ON K8A 3J5
Email: HR@pembroke.ca

The City of Pembroke is an equal opportunity employer and encourages applications from all qualified individuals.

We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

We thank all candidates for their interest, however, only those selected for an interview will be contacted. No telephone calls please. We may use AI in our hiring process.

Personal information submitted will be used for the sole purpose of this competition. It is collected under the authority of *The Municipal Act, RSO 2001,* and will be used in accordance with *The Municipal Freedom of Information and Protection of Privacy Act* for employment purposes.

City of Pembroke
Operations Department

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DEPARTMENT:	**Operations**
REPORTS TO:	**Director of Operations**

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Skills and Abilities:

1. Strong knowledge of Ontario municipal governance and legislative frameworks (e.g., Municipal Act, by-laws) and ability to apply them in practice
2. Excellent oral, written and interpersonal communication skills to interact with government departments and agencies, the media, and the public.
3. High attention to detail and accuracy in documentation, tracking logs, and project records
4. Ability to demonstrate tact, discretion, dignity and respect in handling confidential or highly sensitive matters.

5. Excellent administrative, organizational, multitasking, interpersonal, report writing, problem-solving, and minute-taking skills

General Scope of Duties:

- **Project Support:** Provides administrative support for departmental projects, coordinates tasks between team members to ensure deadlines and project goals are met. Tracks progress of departmental high-level projects, studies, programs.
- **Legislative Compliance and Policy Research:** Monitors legislative and procedural requirements affecting the department and conducts research to support the development, review, and updating of departmental by-laws, policies, and procedures. Assists with implementation using calendars, checklists, templates, and internal guidance.
- **Council/committee reports:** Assists with development and producing reports to City Committees and Council, including confidential Caucus reports.
- **Coordinate all permits:** related to By-Laws enforced under the Operations Department (i.e. Road Occupancy, Road Cut, Water Distribution and Wastewater Collection related By-laws).
- **Funding Applications:** Assist in research and completion of various funding application forms, including detailing scope of work, project requirements and outcomes, working with interested parties and stakeholders.
- **Management Contracts:** Coordinate the management of the City's Waste Management program and curbside collection contract, including adherence to the City's Waste Management By-law. Assist in development and reporting of the City's Energy Management Plan.
- **GIS/Asset Management:** Assist in the coordination of GIS data collection, ensuring database integrity and updating the collected data onto the GIS system related to asset management and data repository.
- **Real Estate Planning:** Coordinate required easements, leasing/purchasing of lands with land owners, lawyers, and other departments for Operational use.
- **Customer service:** Act as backup and provide support for customer service staff, greeting walk-in customers, answering phones, and monitoring emails.

Decision Making and Judgement:

The Operations Executive Assistant uses sound judgement and discretion to prioritize administrative support of high-level Operations Department programing, studies, projects and future planning. The role works with internal staff and external consultants, governmental agencies, etc. to advance various programs, projects and planning activities related to the department (i.e. Infrastructure Needs Studies and Facility Plans, Transportation Master Plans, operational By-laws, etc.). Decisions are guided by applicable legislation, by-laws, policies, confidentiality requirements, and service standards, with higher-risk or precedent-setting matters escalated for direction.

Accountability:

Accountable for delivering accurate, timely, and confidential operational support; maintaining effective tracking and ensuring complete, well-managed records. Responsible for meeting deadlines, flagging risks, improving processes and escalating matters beyond delegated authority.

Leadership/Supervision:

This position has no supervisory responsibilities.

Interpersonal Skills and Contacts:

Internal

- Senior and support staff of the Operations Department and other City departments

External

- General public
- Government ministries and regulatory officials/agencies
- Other municipalities

Working Conditions:

- Office Environment
- Required to work 35 hours per week.
- Overtime work may be required.
- Travel may be required for training and out-of-office meetings.
- Hold a valid Ontario Driver's License.

Physical Skill and Effort:

- Lifting or moving up to 10lbs may be required.

Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and ensuring overall compliance with the City's health and safety program. Follows all guidelines and requirements for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this position.
