

**Infrastructure Services Program Administrator**  
(Permanent, full-Time; 75 hours bi-weekly)

*The City of Lethbridge ([www.lethbridge.ca](http://www.lethbridge.ca)) proudly acknowledges that we are located at the heart of Siksikaitstapi (Blackfoot) Territory, home of Kainai, Piikani, Siksika and Amskapi Piikani (Montana, USA) First Nations. Lethbridge is also located within the Métis Nation of Alberta, Region III. The City of Lethbridge recognizes the diversity of our community and is working to ensure programs, services, facilities, and employment opportunities are inclusive to all people. Lethbridge is southwestern Alberta's largest community, close to the Rocky Mountains and strategically located two hours south of Calgary. We are home to just over 101,000 residents and two major post-secondary institutions -- the University of Lethbridge and Lethbridge College.*

*Reporting to the Director of Infrastructure Services, the Program Administrator will be responsible for executing a wide variety of functions in support of the Director. The Program Administrator will be the first point of contact on emerging issues and will facilitate communication and the resolution to issues for a number of departments. Handling confidential information and preparing a variety of documents and presentation materials, including research assistance will be required. This position requires an active, collaborative individual who will work closely and successfully with the City of Lethbridge's Executive Leadership Team as well as the departments they support. The successful candidate will be instrumental in helping deliver the City of Lethbridge vision and its commitment to Council Priorities will play a key role in ensuring the preparation, information and timelines of the department are completed to the highest standard. We are looking for a results-oriented team member who excels in a complex, fast-paced work environment and provides a high caliber of public service.*

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**Specific responsibilities will include:**

- Assists the Director with addressing ongoing and emerging issues and priorities for the Division and City in a timely manner to ensure the delivery of programs, initiatives and projects.
- Provides day to day operational support on wide range of matters for the Director and Division.
- Acts as the main point of contact for the Director and Division with respect to matters involving customer service, communications and public relation activities including internal and external communication, 311 and publication management with outcomes that support the City's overall goals, and maintain a positive public image.
- Prepares responses on divisional initiatives, inquiries and other required communications.
- Leads the coordination, final review and editing of all reports, briefs, policy documents and other divisional material as needed. Acts as the divisional lead for agenda management.
- Manages confidential and sensitive information affecting personnel, operations and resources.
- Assess and monitor issues, work requirements and deadlines emanating from the Director of Infrastructure Services
- Coordinating appointments and scheduling meetings
- Ensuring the preparation, timeliness and execution of department materials and staff attendance for council presentations and reports.
- Encourage and demonstrate strong inter-department communication
- Minute-taking, where required; following up on meeting action items and related commitments
- Provide backup support to members of the Executive Assistant Group as required.
- Other general administrative duties, as needed

**Your professional background should include:**

- Post-secondary education in a discipline pertinent to the job function, e.g. public or business administration, related technical discipline or an equivalent combination of education and experience.
- 3 to 5 years' experience providing relevant support at an executive level, preferably in a municipal government setting
- Demonstrated ability to understand, edit and draft clear and concise communications and reports in a professional and objective manner.
- Exceptional leadership, collaboration and team skills, you have demonstrated initiative, sound judgment, the ability to work independently and problem solving expertise.
- Adaptability and comfort with change, advanced organizational skills with experience in successfully managing multiple priorities in a high pressure, time sensitive environment. Situations are often unstructured and complex, which requires initiative, critical thinking and good judgment.
- Relationship skills that are welcoming, collaborative and responsive; with a commitment to excellence in service
- Political acumen, with a high regard and ability to handle confidential information
- Experience facilitating and coordinating work on behalf of others and in service of multiple stakeholders.
- Advanced organizational skills to manage high workloads
- Strong listening skills, with ability to take direction from multiple staff members
- Articulate, concise and tactful communication skills (both written and verbal)
- Expert transcribing skills, with the ability to report and summarize discussions without bias
- Knowledge of complaint handling methodologies.
- Experience and capacity to conduct research from an objective standpoint
- Proficient computer skills and willingness to learn new programs
- Demonstrated proficiency using Microsoft Office and Adobe software packages, particularly Word, Excel, PowerPoint, Outlook, Adobe Illustrator, OnBase meeting management

*The City offers an attractive salary and comprehensive, flexible benefits package.*

**For further information on this opportunity, please contact:**

*Lloyd Brierley, Director of Infrastructure Services at [Lloyd.Brierley@lethbridge.ca](mailto:Lloyd.Brierley@lethbridge.ca)*

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Qualified candidates are invited to submit their resume with cover letter, online at: [www.lethbridge.ca](http://www.lethbridge.ca)

**Closing Date: January 17, 2022**

*All candidates are thanked in advance for their interest. Only individuals selected for interviews will be contacted.*

*Civic Admin Assoc.*

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***Fostering Equity and Diversity***