



Job Description

Position: Executive Assistant

Reporting to: CFO/CAO

Job Purpose: This role has two major areas of support:

Primary: To provide direct administrative support to the CEO and the CFO/CAO ('executive management') and indirect support to the Board of Directors and, as required, its Committees, while managing very confidential material and information.

Secondary: As a member of the support services cross-functional team, provide support and oversight of the office administration functions including reception, facilities, telephone, purchasing, equipment maintenance and other duties as may be required for successful organizational results.

Job Requirements: (Knowledge, skills and abilities)

1. Three to five years' experience as an executive assistant
2. One to three years experience in an office support role, preferably at a coordinator or equivalent level
3. Post secondary education in a related field is an asset
4. Understanding of general office administration and support.
5. Understanding of working with senior management, senior volunteers (Boards and/or Committees)
6. Excellent knowledge of Word, Excel, Outlook, Internet
7. Strong attention to detail, accuracy and efficient organizer
8. Excellent ability to communicate both verbally and in writing
9. Excellent ability to build relationships with all staff, volunteers, vendors/suppliers
10. Proven self-starter, able to initiate and complete individual projects
11. Exceptional interpersonal skills, proven ability to work collaboratively as part of a team in a deadline driven environment.
12. "Customer" service focus oriented
13. Able to improvise, multi-task and prioritize in a fast paced environment while maintaining composure
14. Ability to discreetly handle sensitive and confidential information
15. Ability to provide high level, priority management and calendar management support to executive management.

Key Competencies:

- **Adaptability to Change:** Adjusts to change and uncertainty, able to shift gears and can act in ambiguous or uncertain situations. Able to improvise, multi-task and prioritize in a changing environment while maintaining composure
- **Collaboration / Teamwork:** Fosters cross-unit collaboration and builds and facilitates teamwork to achieve results.
- **Communication:** Uses multiple communication strategies to gain support and commitment from others and mobilize them to take action.
- **Customer Service Focus:** Works to determine 'customer' (internal, external) needs and actively improve value chain in terms of service and delivery excellence. Motivated to 'exceed expectations'.
- **Drive for Results:** Focuses on achieving goals and holds self and others accountable for expected results. To be successful in this position, the candidate must be results oriented and have the demonstrated ability to effectively prioritize workflow.

- Trust and Integrity: Understands and acts in accordance with organizational values; is widely trusted.
- Proactive Problem Resolution: In conjunction with others, works to take a proactive approach to anticipating, preventing, and solving problems.

Personal Qualities:

- Extremely team-focused, and enjoys providing support to the whole organization
- Organized, with a well-established process of planning workload; efficient and resourceful
- Very comfortable with computers and technology, including new and emerging technologies
- Customer service focused and professional
- Works well with all team members
- Works well under pressure

Job Specifications:

1. Assistance to Executive Management
 - a. Management of executive management's calendars (and others as requested)
 - b. Booking of travel and professional development activities for executive management
 - c. Reviewing of executive management mail/incoming correspondence, sorting, and filing as required
 - d. Providing reminders regarding upcoming meetings, events or anything requiring a collective action from the executive team and/or other team members
 - e. Filter calls, enquiries, etc for the executive management team
 - f. Prepare and edit presentations
 - g. Prepare correspondence and communications (as it pertains to the executive management team)
 - h. Complete research projects as required; analyze and assemble data for report preparation
 - i. Provide assistance with mailings, correspondence, enquiries and other tasks regarding major donors, endowments, stock donations and other specialized donations
 - j. Ensure that policies/procedures are met and or updated where needed. Review annually and recommend changes as required and or update as changes are made to maintain up to date policies and procedures for both the board and other.
 - k. Miscellaneous administrative support as required (eg. Letters, presentations, correspondence, meeting preparation)
 - l. Assist with projects as required
 - m. Maintain filing system and overall confidentiality levels associated with performing duties as assigned
2. Board/Senior Volunteer Support
 - a. Taking of minutes at Board/Committee (committee meetings as required) meetings and completion of draft minutes within specified timelines
 - b. Preparation of draft agendas, and other documents (as required)
 - c. Tracking of attendance, quorum, agenda item requests in accordance with established processes
 - d. Organize corporate meetings; orchestrating conference calls, preparing presentations, catering requests and minute taking
 - e. Post documents to the Board portal in accordance with processes
3. Office Administration
 - a. Ensure tidiness of the office (eg. after meetings ensure meeting rooms are tidy); ensure the office facilities maintain a professional appearance (may include some house-keeping duties)

- b. Ensure all equipment is functioning properly (ie. mail machine has required postage); liaise with suppliers/maintenance staff as required; provide staff training as required; provide input into equipment purchasing/rental decisions
- c. Coordinate office purchases (eg. paper, envelopes, equipment, furniture) and inventory quantities, in conjunction with the CFO/CAO
- d. Coordinate facilities requirements, moves, maintenance, etc with the landlord as well as new hire set up
- e. Ensure facilities security through tracking/record keeping of keys, pass-cards, parking passes and other items provided to staff/ volunteers. Run periodic audits
- f. Maintain assets through administration of the equipment sign-out form
- g. Administration of the phone system including general and holiday messages, including those for new employees

4. General

- a. Perform backup function for reception which includes: answers phone/email/walk in enquiries; handling the mail in accordance with established processes; taking the deposit to the bank (eg. daily, as required); receiving courier packages and distributing as appropriate; ensuring that incoming mail is sorted and distributed and that outgoing mail is stamped; providing professional service at all times
- b. Provide HR administrative support including processing and administering new and or departing employees and associated equipment and set up; assisting with interview set-up and administrative HR functions (photocopying, room preparation, etc)
- c. Arrange for gifts, flowers, letters etc., as required as requested
- d. Maintain current knowledge through professional development activities (as discussed with executive management)
- e. Look for and make recommendations concerning process efficiencies
- f. Update the website as requested

5. Committees

- a. Membership on the Joint Health and Safety Committee
- b. Membership on Go Green Committee

6. Other duties as agreed