

JOB PROFILE

POSITION TITLE: Executive Assistant to the President & CEO
REPORTING TO: President & CEO
CLASSIFICATION: Administrative
LAST REVISED: May 2019

JOB SUMMARY

The Executive Assistant (EA) is the key internal contact and primary resource and support for the President & CEO. In support of our mission, values, goals and objectives, the EA manages the day-to-day operations and scheduling for the President & CEO. The EA thrives in a fast-paced and challenging environment is proactive and extremely organized – ensuring the President and CEO’s office runs smoothly and communications are clear. The EA provides advanced administrative support by performing a variety of duties, including establishing priorities, making independent decisions in consideration of established procedures, routines, and precedents, and determining the most effective and efficient process for completing assigned work.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Executive support to the President & CEO

- Organize and manage an ever-changing calendar and scheduling of internal and external meetings and conference calls. This includes co-coordinating with other assistants and executives, preparing information packages, agendas, logistics, and following up on action items.
- Provide extensive support on key donor relations activities including inputting touch-points and actions into the donor database (Raiser’s Edge).
- Manage an effective diary system; respond to and/or bring forward action items; research and provide background information to facilitate decision making.
- Liaise with internal and external stakeholders on a variety of matters.
- Field phone calls and maintain contact information.
- Book travel and accommodations as required.
- Schedule meetings and prepare agendas for the senior leadership team.
- Manage confidential information and correspondence relating to sensitive internal and external relations.
- Generate correspondence, including preparing and editing reports, letters and presentations, as required.
- Manage the President & CEO’s expense reports and reimbursement claims; reconcile credit card statements.
- Develop, organize, and maintain hardcopy and electronic filing systems.
- Support the President & CEO’s external community commitments.

Board of Directors

- Prepare board and committee packages, ensuring format and timely communications are maintained regarding distribution of materials and related information.
- Act as recording secretary for the board of directors
- Coordinate with the senior leadership team to prepare reports by required due dates.
- Maintain/file the official minutes of the board and its committees for safekeeping.
- Plan and coordinate meeting locations and agendas for the year.
- Update the board of directors' manual.
- Other duties as required and assigned.

Office Management and Human Resources

- Serve as the key contact for facility requirements, including security passes, new employee orientation, and computer/furnishing needs.
- Supervise administrative support staff position, including performance reviews and task assignments.
- Maintain employee attendance reporting and vacation scheduling. Update and generate reports required to assist the management team in making accurate, timely decisions in the areas of employee performance management.
- Ensure accurate, up-to-date human resources documentation is on file for all staff.
- Investigate best practices and develop administrative and human resources policies and procedures for review and approval.
- Maintain a high degree of confidentiality at all times.
- Identify, recommend, and create efficiencies within the office.
- Prepare correspondence that is of a confidential nature, on behalf of management.
- Provide support to other areas as required.
- Coordinate staff air travel arrangements and lodging, as necessary.

KEY SKILLS AND COMPETENCIES

- Strong communication (oral and written), interpersonal, organizational and time management skills.
- Ability to exercise discretion in managing confidential materials.
- Ability to work independently and work cooperatively with others in a team environment to establish, build and maintain positive relationships and ensure that deadlines, goals, and objectives are met.
- Ability to work on multiple assignments with shifting priorities, and to plan, prioritize and organize multiple tasks, taking into consideration frequent interruptions and changing priorities in order to meet deadlines.
- Excellent grammar and proofreading skills, in addition to high level of accuracy and attention to detail.
- Computer proficiency using Microsoft Office, including Word, Excel, PowerPoint and Outlook.

EDUCATION AND EXPERIENCE

- University degree and/or post-secondary diploma in office administration (a combination of related education and experience will be considered).
- Minimum of five years' experience, with at least two years of work experience at the executive assistant level.

- Previous experience in a comparable work environment with similar scope, independence and responsibility.
- Previous experience working with a volunteer board of directors.
- Excellent technical and administrative skills with a focus on accuracy and attention to detail.
- Experience with databases (specifically Razor's Edge) is an asset.

OCCUPATIONAL NEEDS

- The Executive Assistant works 37.5 hours per week in an office environment; use of a computer for prolonged periods of time.
- Some overtime may be required during periods of peak activity, such as board of directors meetings and special events.