

POSITION DESCRIPTION

Job Title: Executive Assistant

Reports to: Executive Director

Revised: March 2024, November 2019

Primary Function:

Under the direction of the Executive Director, the Executive Assistant provides all administrative support for the Board of Directors, Executive Director and Senior Management Team in accordance with Wesway's policies, procedures, applicable Ministry guidelines and legislation.

Roles and Responsibilities:

Support to Senior Executives

- Provide complete administrative support using a variety of software and office systems on behalf of:
 - the Board of Directors and subcommittees
 - Executive Director
 - Directors and Managers
 - Internal working committees (Management, Staff, etc.)
- Coordinate special events or meetings on behalf of the Board including all logistics of the meetings and events
- Coordinate Wesway's Annual General Meeting under the direction of the Executive Director
- Develop corporate communiques on behalf of the Executive Director or Senior Management Team
- Adaptable to change in response to meeting immediate needs of the Executive Director or Senior Management Team
- Demonstrated ability to take initiative, think creatively, and approach challenges with a solution-oriented mindset
- Ability to work effectively in a team environment and manage multiple projects simultaneously
- Maintain and monitor daily calendar, appointments and travel for the Executive Director and Senior Management Team as required
- Prepare reports (i.e. annual reports, monitoring reports, fundraising results) and project, track, record and report statistical data as required

Agency Responsibilities

- Represent the organization in cross-agency communication and planning
- Coordinate cross-agency flow of administrative information
- Ensure good customer service in all aspects of administrative supports
- Assist with the planning and implementation of special events

Property, Facilities, Equipment, Supplies, and Information Technology (IT) Management

- Maintain office efficiency by planning and implementing office and security systems, layouts, and office procurement
- Ensure the effective operation of the IT systems, networks, and equipment
- In conjunction with the agency computer services support provider, provides in-house troubleshooting and network support and ensure security of information by completing data base backups and appropriate storage
- Provide software orientation, onboarding, and training to staff as required
- Liaise and manage vendors, contractors and/or suppliers, including but not limited to: cleaners, maintenance personnel, IT, office security company, etc.
- Liaise with office landlord; troubleshoot issues and make recommendations for solutions

Administrative Supports

- Assist with the planning, implementing, and evaluating a variety of evaluation initiatives
- Ensure development and maintenance of an effective electronic and hard copy filing system for the agency
- Ensure maintenance and management of agency databases including corporate mailing/membership lists, policies and procedures and corporate documentation appropriately archived
- Prepare various letters/correspondence as required

Marketing

- Assist with the planning, implementing, and evaluating a variety of marketing, communications and public relations initiatives
- Coordinate the development and maintenance of Wesway's communication tools (e.g. print media, display units, radio, television, digital and web-based advertising)
- Assist with the development of Wesway's promotional packages, brochures, documents, and corporate communications as well as providing support to such committees/individuals
- Assist with the development and ongoing maintenance of websites
- Research and implement new promotional opportunities as directed
- Prepare news releases and coordinate media events, as directed
- Coordinate the development work, and ongoing creative and information updates, for Wesway's corporate website and social media

Finance

- Project, report, monitor and expend office related budgets as assigned

Other

- Assist in the onboarding process of new hires
- Actively pursue relevant training opportunities related to professional learning needs as identified in the performance review process
- Carry out other duties as assigned
- Work irregular hours as necessary

Qualifications:

- Diploma in office administration and a minimum of 3 years of related administrative experience in an office environment (or an equivalent combination of education and experience)
- Previous experience in providing administrative support to a Board of Directors and Senior Management Team
- Understanding of essential requirements for supporting an effective and efficient office environment that include demonstrated initiative and meeting deadlines
- Excellent interpersonal skills
- Strong written and verbal communication skills, and the ability to communicate professionally with the public and the organization's stakeholders
- Strong organizational skills, self-motivation and the ability to work in a team environment
- Ability to use tact, judgement and discretion when dealing with confidential matters
- Ability to plan and organize work to meet schedules and timelines in an environment with constantly changing and/or multiple priorities
- Attention to detail and problem-solving skills
- Comprehensive knowledge of office practices, procedures and equipment
- Advanced working knowledge of computer software, including Microsoft Office
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it