

Job Description EXECUTIVE ASSISTANT

Position title:	Executive Assistant
Reports to:	Chief Executive Officer
Department:	Administration
Location:	Administration Office
Employment group:	Class E

Job Purpose/Summary:

The Executive Assistant provides executive and governance support to the Chief Executive Officer and the Board of Directors. As the primary point of contact for the CEO and the Board, the EA plays a crucial role in ensuring smooth operations and effective communication. The Executive Assistant also provides support for the Management Team in the areas of Office Administration and Human Resources.

Primary Duties and Responsibilities:

Office Administration

- Answer general phone and email inquiries using a professional and courteous manner. Reply to general information requests with accurate information and in a timely fashion.
- Direct phone and email inquiries to the appropriate employee.
- Manage centre office email system service.
- Co-ordinate policies and procedures for employees and Board of Directors. Contribute to policy and procedure development as appropriate. Maintain all policies and procedures and organization forms on shared computer drives and Board Login application. Communicate approved policy and procedure updates to all policy manual holders and staff and track staff sign off as it relates to new and revised agency policies. Track annual employee sign off on mandatory policies.
- Analyze incoming and outgoing general memoranda, submissions and reports and prepare and co-ordinate the preparation and submission of summary briefs and reports to the Chief Executive Officer, staff, committees and the Board of Directors.
- Maintain and update all agency lists, e.g. staff, board, committees, chart, etc.
- Liaise with individuals, partners, and others on behalf of the Chief Executive Officer, committees and Board to develop and maintain relations.
- Provide administrative support to the Chief Executive Officer, Management Team, committees, and Board of Directors.
- Use computer word processing, spreadsheet, and database software to prepare reports, memos, and related documents. Prepare and send outgoing faxes, mail, and courier parcels.
- Sort incoming faxes for appropriate distribution.
- Purchase, receive and store office supplies ensuring that basic supplies are always available.
- Obtain quotes for organizational events and office related expenditures as required.
- File materials according to established procedures.
- Coordinate meetings in the Zoom/Microsoft Team Platforms and update the calendar as appropriate.
- Provide administrative support to the custodian such as ordering cleaning supplies and equipment.

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- Act as the initial contact person with the property manager to facilitate tasks such as maintenance and repairs, or other inquiries.
- Participate on organization committees as required and appropriate.

Human Resources

- Provide administrative HR support to the CEO and Management Team.
- Assist with the development and implementation of policy, recruitment, orientation and training, health & safety and other areas as directed.
- Distribute posting to external media as approved by Management.
- Assist with maintenance of personnel files in accordance to policies and procedures.
- Assist with the preparation and scheduling of interviews and contacting candidates.
- Distribute HR policies, procedures and memorandums to the appropriate staff across the organization.
- Draft general forms, letters, reports and memos as necessary.
- Develop draft meeting notes of Human Resources committee meetings.
- Assist HR committee with training program development. Maintain Employee Training Tracking system and provide notice to supervisors/employees of due dates for certification renewal.
- Receive and distribute all forms of HR communications., such as HR email platform.
- Organize, maintain, and coordinate office records and files in their proper locations.
- Locate filed materials upon request, ensuring that materials are given only to authorized parties.
- Create and maintain files, documents, records, and assignments in the HR platform.
- Perform other duties as required.

Quality Assurance

- Ensure policies and procedures are maintained electronically in PDF format and in MS Word.
- File past and expired policies and procedures in an archive file.
- Maintain Complaints Tracking System in support of Continuous Quality Improvement Committee (CQI).
- Maintain Risk Registry Dashboard in support of CQI.
- Maintain Incident Management System in support of CQI (client and volunteer reportable events).
- Comply with Occupational Health and Safety and other related legislation

Provide Board of Directors and Chief Executive Officer Support

- Assist in providing initial contact related to the scheduling and accessibility of the Chief Executive Officer.
- Compose initial responses to appropriate incoming mail. Advise Chief Executive Officer of items requiring immediate attention or action. Monitor and advise Chief Executive Officer of pending deadlines as appropriate.
- Prepare agendas and make arrangements for committee, Board and other meetings, ensuring adherence to required timelines.
- Conduct research, compile data, and prepare papers for consideration and presentation by Chief Executive Officer, committees and Board of Directors as required.
- Ensure items requiring Board approval are brought to the attention of the Chief Executive Officer in a timely manner.
- Identify and notify Chief Executive Officer of day-to-day issues, concerns, trends, and/or incidents.

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- Maintain professionalism and discretion when managing confidential and complex information on behalf of the Board of Directors, and Chief Executive Officer.
- In conjunction with the Chief Executive Officer, prepare Board meeting agendas and supporting material for distribution.
- Maintain appropriate records for the Board and ensure timely distribution as required. Records include but are not limited to: minutes, by-laws, orientation manual, Board profiles, and Board contact information.
- Manage and maintain all Board materials in an electronic platform (Board packages, etc.).
- Develop draft minutes of Board meetings and other related Board committees such as Finance and Governance for review by the Chief Executive Officer, and the Chairs of committees.
- Create Board members' profile in AlayaCare and track volunteer hours on a monthly basis.
- Assist with coordination of Annual Board Orientation.
- Make travel, meeting and other arrangements for Board members and Chief Executive Officer as required.

Event Planning Activities

- Assist and support the coordination of general meetings and other relevant events. Related tasks include but are not limited to: distributing related material, booking meeting room space, coordinating refreshments as appropriate, and extending invitations as required.
- Assist with coordination of Annual Meeting of Members, including but not limited to: public advertising, supporting material, and by-laws.
- Assist with planning and coordination of other organizational events and activities related to special events and awards.

Working Conditions:

- Work in a climate-controlled office environment.
- Work with moderate frequency of interruptions both in-person and by telephone.
- Active listening and mental attentiveness in dealing with staff, client, volunteer and public inquiries.
- Perform complex sequences requiring strong mental acuity.
- Occasional travel may be required.
- Occasional light lifting of supplies and materials.
- May be required to work some evenings and weekends.

Key Competencies:

Core Organizational Competencies

- **Respect:** fosters trust, empathy, and compassion, both for those served and for volunteers and team members.
- **Accessibility:** seeks to remove barriers and be open, responsive, and inclusive in every aspect of the workplace.

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- **Collaboration:** develops partnerships or links with others whenever possible to facilitate connections and focus on solutions.
- **Leadership:** innovative and resourceful, positively influences others to achieve results that are in the best interest of our organization.
- **Empathetic Outlook:** perceives the feelings and attitudes of others; places oneself “in the shoes” of another and views a situation from their perspective.

Level-Based Competencies

- **Relationships:** establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Initiative:** demonstrates commitment to CCP’s mission, vision, and goals. Displays energy and enthusiasm in approaching the job. Maintains high level of productivity, follows through on directions, and ensures good workflow.
- **Teamwork:** works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Communication:** speaks, listens, and writes in a clear, thorough, and timely manner, using appropriate and effective communication tools and techniques.
- **Attention to Detail:** pays attention to details, ensures work is error-free and complete.

Position-Based Competencies

- **Adaptability:** is open to new ways of doing things. Demonstrates flexibility with respect to changing work environments, priorities, and organizational needs.
- **Creativity/innovation:** develops new and unique ways to improve operations of the organization.
- **Make Decisions:** assesses situations to determine the importance, urgency, and risks, and makes clear decisions that are timely and in the best interests of the organization.
- **Solve Problems:** assesses problems, generates possible solutions, and makes recommendations to the supervisor and/or resolves the problem.
- **Organized:** delivers on priorities, manages own time, adheres to a work schedule, reports on progress towards goals, and tracks details, data, information, and/or activities.
- **Analysis of Data:** ensures that details, data, and facts are analyzed prior to making recommendations for decision making.

Qualifications:

Education

- Post-secondary education in a related field (e.g. business administration), or an equivalent combination of work experience and education.

Experience

- Minimum 2 years’ relevant experience, preferably in the not-for-profit sector, or related experience supporting senior management, executive teams and Boards of Directors.
- Governance experience and familiarity with governance processes and best practices preferred.
- Experience with drafting and producing executive meeting minutes and documents.

Professional Designations and/or Licenses

- Valid Ontario class G driver’s license an asset.

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Knowledge, Skills, and Abilities

- Strong written and verbal communication skills.
- Excellent organizational and time management skills.
- Advanced interpersonal and customer service skills.
- Proven ability to manage multiple priorities and maintain strong attention to detail.
- Flexibility and willingness to adapt to changing priorities and situations.
- Strong critical thinking and problem-solving skills.
- Maintain discretion and confidentiality when handling sensitive information.
- Advanced keyboarding skills, and proficiency in Microsoft Office 365 suite and Adobe Pro.
- Experience with Citation Canada and AlayaCare is an asset.
- Ability to prioritize work with competing deadlines.
- High degree of initiative and resourcefulness.
- Demonstrate continuous effort to update knowledge, skills, and abilities.
- Knowledge and understanding of issues and dynamics within the geriatric population and adults with physical disabilities is an asset.
- Satisfactory police record check with vulnerable sector screening.

<i>Approved by:</i>	Danielle Belair, Chief Executive Officer
<i>Date approved:</i>	June 10, 2014
<i>Last reviewed date:</i>	June 28, 2017, August 2, 2018; October 28, 2019, December 4, 2024, June 9, 2025
<i>Staff Signature & Date</i>	