

## **Executive Assistant Position Description**

The Executive Assistant is responsible for the day-to-day management of the office. The incumbent provides support services to the Program Director and the Board of Directors as well as for staff and volunteers. Work is performed under the direct supervision of the Program Director.

The Executive Assistant will represent the agency in a professional manner.

### **Duties and Responsibilities**

#### ***Assistance to the Program Director and the Board of Directors*** (20 percent)

- Support the work of the Program Director.
- Manage calendars and arrange appointments.
- Maintain board and committee meeting schedules.
- Book meeting rooms.
- Prepare meeting agendas.
- Attend meetings and record and transcribe minutes, as required.
- Arrange travel and accommodation for conferences and seminars.
- Provide administrative support to the Board of Directors.
- Assist in organizing the annual general meeting and the strategic planning session.
- Prepare the Program Director for meetings, ensuring all relevant information is provided and discussed.
- Organize catering for meetings, as required.
- Work on special projects, as required.
- Attend meetings in the absence of the Program Director.

#### ***Office Management and Administration*** (55 percent)

##### ***Bookkeeping (Daily, Monthly and Yearly)***

- Collect, count and disburse money, process invoices and complete banking transactions.
- Reconcile VISA and petty cash.
- Complete and mail bills, contracts, invoices or cheques.
- Review monthly statements and make notations.
- Assist with budget development and monitoring.
- Prepare bi-weekly payroll and administer benefits.
- Reconcile payroll to ensure accurate year-end T-4 statements.
- Reconcile and reimburse expense statements.
- Prepare month-end statements.

- Prepare financials to be presented to the Program Director and the Monitoring Committee.
- Prepare year-end financials.
- Liaise with the designated accountant.

#### *Office Supplies, Equipment and IT Support*

- Operate office machines, such as photocopiers and scanners, facsimile machines, voicemail systems and computers.
- Inventory and order materials, supplies and services.
- Troubleshoot problems involving office equipment, the main server and any computer hardware/software issues.
- Ensure the organization's website is up to date.
- Ensure all computer systems are updated regularly.
- Maintain server backup and updates.
- Continually research software for future use by the organization.

#### *Records Management*

- Compile, copy, sort and file records of office activities, business transactions and other activities.
- Maintain and update filing, inventory, mailing and database systems, either manually or using a computer.

#### *Communications*

- Communicate with clients, employees, volunteers and other individuals.
- Review files, records and other documents to obtain information to respond to requests.
- Process and prepare documents, such as business or government forms and expense reports.
- Open, sort and route incoming mail, answer correspondence and prepare outgoing mail.
- Update and monitor the GVPVS Twitter account.

#### ***Awareness and Promotion*** (20 percent)

- Develop and implement, with the Program Director and the Awareness and Development Committee, an annual awareness campaign to improve the public's knowledge of GVPVS in the Capital Regional District.
- Assist in organizing tabling and other special events.
- Assist with the design of brochures, banners and posters.

#### ***Client Support*** (5 percent)

- Provide information about community resources and make referrals, when necessary.
- Assist in organizing volunteers to attend a call-out, when required.

## **MANAGING ORGANIZATIONAL RESOURCES**

- ⇒ Understanding what the key resources are for your area and how the allocation of these resources impacts the organization.
- ⇒ Ensuring that the program and related initiatives are carried out in an effective and efficient manner while maintaining or improving current quality standards.
- ⇒ Acting in a responsible manner when using the organization's resources.

## **PLANNING, ORGANIZING AND COORDINATING**

- ⇒ Monitoring and adjusting work to accomplish goals and to deliver to the organization's mandate.
- ⇒ Keeping your records and documentation well organized and up-to-date.
- ⇒ Managing your time – especially in anticipation of peak workloads.

## **DEVELOPING OTHERS**

- ⇒ A genuine intent to foster the long-term learning and development of others through coaching, managing performance and mentoring.
- ⇒ Focus on developmental intent and effect rather than on a formal role of training.
- ⇒ Actions should be driven by a genuine desire to develop others, rather than by a need to transfer skills to be effective in the role.

## **EMPOWERMENT**

- ⇒ Drawing on the skills, ideas and viewpoints of others.
- ⇒ Supporting and encouraging others.
- ⇒ Letting others make mistakes in a non-critical environment; trusting the judgment of others and showing respect for their intelligence.

## **LEADERSHIP**

“Team” should be understood broadly as any group with which the person interacts regularly.

- ⇒ Making decisions that support the team and the organization's direction, which are aligned with personal and organizational ethics.
- ⇒ Modeling good teamwork and recognizing people for being good team players.
- ⇒ “Walk the talk” by demonstrating the actions you expect from other team members.

## **COMMITMENT TO CONTINUOUS LEARNING**

- ⇒ A commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.
- ⇒ Working to improve your knowledge and skill by seeking developmental projects and tasks, and keeping current in the field.
- ⇒ Being aware of different technical and program methods, and integrating and applying different ideas and approaches to accomplish a goal.

## **FLEXIBILITY**

- ⇒ The ability and willingness to adapt to and work within a variety diverse situations, and diverse individuals and groups.
- ⇒ Accepting others' points of view as valid.
- ⇒ Deciding what to do based on the situation and adapting to it.
- ⇒ Enthusiastically adopting new systems or procedures

## **INITIATIVE**

- ⇒ Volunteering information or pin-pointing potential problems even if you are not directly involved.
- ⇒ Taking action that will lead to improvements.
- ⇒ Recognizing courses of action which can be taken to handle potential problems before they are obvious.

## **INTEGRITY**

- ⇒ Dealing with people in a direct, respectful and candid manner that fosters trust.
- ⇒ Being receptive to change and open to talking about new ideas.
- ⇒ Recognizing own mistakes and publicly admitting them.

## **RESULTS ORIENTATION**

- ⇒ A concern for surpassing your own standards of excellence and improving your skills.
- ⇒ Improving the efficiency of the organization.
- ⇒ Looking for new and better ways of doing things to improve your performance.

## **INFORMATION-SEEKING**

- ⇒ Going beyond the questions that are routine or required for the job.
- ⇒ Asking questions to be sure you understand exactly what a Board member, volunteer or colleague wants and why.
- ⇒ Being uncomfortable with discrepancies in data, written documents, and other information, and digging to resolve them.

## **TEAMWORK AND COOPERATION**

- ⇒ Soliciting and utilizing the skills, ideas and opinions of other team members.
- ⇒ Keeping others informed and up-to-date about relevant and useful information, process to be implemented, or any changes to be made.
- ⇒ Bringing group issues out in the open which may be personally threatening to you or difficult for you to deal with.