



Job Description: Executive Assistant

Reporting Relationships:

The Executive Assistant reports to the Chief Executive Officer.

Summary of Role:

The Executive Assistant provides administrative support to the Board of Directors and the Chief Executive Officer. The Executive Assistant also maintains the financial records, prepares Board and Ministry financial and data reports, and coordinates office needs.

The Executive Assistant will provide direction and mentorship to the Urgent Response Service (URS) Administrative Assistant who is accountable to and takes direction from the Executive Assistant for their role in bookkeeping.

Hours of Work:

The Executive Assistant manages a 37.5 hour work week, primarily being available for office hours Monday through Friday, 8:30 a.m. to 4:30 p.m., with flexible scheduling to meet the needs of the organization.

Qualifications:

1. Post-secondary diploma with concentration in business/secretarial skills/administration.
2. A minimum of 3 years progressive administrative experience.
3. Accountable bookkeeping skills; experience using QuickBooks a strong asset.
4. Proficiency in using a variety of software and data-base applications.

Conditions of Employment:

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business;
2. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted;
3. Proof of full COVID-19 vaccination, or medical exemption with compliance to requirements for regular antigen testing.

Competencies:

1. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; analytical and problem-solver; make sound judgments; ensure follow-up and communication.
2. *Organization and Attention to Detail* – Exceptional organizational skills and attention to detail; ability to prioritize tasks with minimal supervision; time management; organize and plan ahead; respond to time-sensitive information; prioritize; multi-task; display efficiency.
3. *Integrity and Transparency* - Accurate, precise, and accountable documentation and record-keeping; reliable math skills; honesty.
4. *Collaboration* - Strong interpersonal skills in the area collaboration that support the development and maintenance of good working relationships and cultivates teamwork; focus on a holistic organization perspective.

5. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support teamwork and efficient operations; collaborative.
6. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humor.
7. *Tech-Savviness* – Knowledgeable, up-to-date and able to problem solve using a variety of software, database applications and technologies; strong data management skills and understanding of IT systems; Excel expert.
8. *Role Modeling* - Champion principles and practices of inclusion and equity; lead by example.
9. *Continuously Learning* - Is an active learner, identifying professional goals and personal areas for growth; apply newly acquired knowledge in service delivery.
10. *Authentic Leadership* - Have leadership courage; build relationships/build team; be adaptable and flexible; display initiative; collaborate and mentor to work towards common goals; recognize and act on new opportunities; suggest new methods and approaches to work.

Responsibilities:

1. Administrative Support

- Support the Secretary of the Board by preparing and distributing Board packages, recording and maintaining minutes and other Board documents; maintain agency contracts; confidentially maintain the CEO's Human Resource Record.
- Prepare Ministry/funders reports for timely submission to the CEO, Board and Ministry/funders.
- Assist the Board and Chief Executive Officer with maintaining agency policies, by-laws, contracts and other organizational documents.
- Support the Chief Executive Officer through minute-taking and organizing community meetings that the CEO is responsible for
- Coordinate office supplies and equipment.
- Assist the Administrative Assistant with managing information technology, accessing data as required, and providing basic problem solving for technology difficulties.
- Manage the Contact Brant website.
- Provide back-up to answering phones as needed; document all requests for general community information in EMHware.
- Act as a resource for staff on professional presentations and formatting of documents, as needed.

2. Financial:

- Accurate bookkeeping and transparent maintenance of financial records.
- Produce cheques to pay agency invoices, invoice customers, and record all transactions accurately.
- Produce monthly financial statements required by the Chief Executive Officer and Board of Directors.

- Complete, with support from the Chief Executive Officer, budget submissions as well as financial and data reporting required by funders.
- Manage purchase of office supplies under the direction of the Chief Executive Officer; ensure the lowest price is sought and negotiated.
- Manage and provide required information to payroll, the benefit provider, and pension plan.
- Maintain up-to-date records of agency equipment and assets.
- Identify savings opportunities and recommendations for improving efficiency.
- Review Complex Special Needs Respite invoices for alignment with the Case Resolution plan and submit to Brokerage Services.
- Identify any potential cash flow issues and any investment opportunities to the Chief Executive Officer.
- Understand the individual URS client budgets and Service Provider Contracts, as it relates to both Quickbooks entries and EMHware Contract module records.

3. Professional Expectations:

- Represent Contact Brant in a professional manner at all times by maintaining professional and ethical conduct and behaviour; exhibit stated agency values
- Adhere to agency Policies and Procedures as well as Service Principles
- Fulfill all requirements of client record keeping in a timely manner and document data required by Ministry and the agency.
- Respect the role as a health information custodian – fully understand privacy legislation; information is only disclosed with consent, and to those for the purposes intended.
- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; use reflective listening skills; use non-verbal communication that is compatible with the message being conveyed; provide written reports in an appropriate writing style.
- Develop and foster effective working relationships with the Directors of the Board; Ministry and other funders; other Contact/Access Agencies, Coordinating Agencies and URS Lead Organizations; and service providers/community stakeholders to facilitate effective business and service relationships.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Promote Contact Brant within the community through participation in events and committee membership, as appropriate.
- Be familiar and cognizant of existing and new resources and information pertinent to the child/youth service.
- Respond promptly to issues and feedback identified by stakeholders.
- Maintain and build professional knowledge and skills; seek opportunities for professional development related to identified professional goals and personal areas for growth
- Keep the Chief Executive Officer abreast of issues related to matters that could impact Contact Brant, both operationally and strategically.

The Executive Assistant is an integral team member with Contact Brant. It is expected that the Executive Assistant contribute to problem solving with regards to improving production, efficiency and effectiveness of the organization.

The preceding job description will evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.