Canadian Mental Health Association
Edmonton
Mental health for all

JOB DESCRIPTION

POSITION TITLE: **Executive Assistant**

SALARY SCALE: **$44,409.00 – $ 55,654.00 per annum**

HOURS OF WORK: **Monday – Friday, 8:15 – 4:30, some overtime may occur**

ACCOUNTABILITY: **The position reports to the Executive Director.**

DESCRIPTION: The Executive Assistant provides executive level administrative support to the Executive Director and the Board of Directors. The Executive Assistant manages the office; supervises administrative staff; provides support for regular and special agency meetings; plans and coordinates the Annual General Meeting; maintains critical business records and prepares documents on request. The Executive Assistant is also responsible for coordinating information technology requests and initial troubleshooting as well as maintaining the information technology inventory. This is a fast paced and challenging position. The incumbent requires flexibility and the ability to manage multiple projects and changing priorities with ease. Leadership skills, a desire for excellence; strategic and independent thinking, problem solving skills, a high level of professionalism, discretion, administrative and project management skills are required for success.

RESPONSIBILITIES:

Executive Level Administrative Support

- Provides executive level secretarial and administrative support for the Executive Director and Board of Directors
- Prepares general correspondence, agency reports, submissions, presentations, etc.
- Ensures that the logistics for Board and Board committee meetings, General Staff Meetings and Operations Meetings are organized.
- Prepares and circulates agendas and supporting documents for all Board and Board Committee Meetings, General Staff Meetings and Operations Meetings.
- Ensures all Board and Board committee minutes are signed and securely filed, and that the motion log is current
- Ensures all General Staff Meeting and Operations Meeting minutes are signed and securely filed.
- Responds to Board member requests for information
- Maintains a sound working knowledge of board and agency policy and practices, to assist the Board and the Executive Director
- Coordinates and schedules meetings and teleconferences
- Completes travel arrangements and registrations as required for Board members and staff
- Coordinates annual membership drive
- Consistently delivers high quality work products and meets deadlines
- Is proactive
- Other related duties as assigned

Supervisory Responsibilities

- Manages the office and is responsible for smooth functioning of all office equipment and office systems and procedures, including all information technology

- Trains, supports, supervises and evaluates administrative staff
- Ensures accuracy of payroll documents for direct reports and submission of information in a timely manner

Records Management

- Ensures safe custody of all official Board documents (Articles of Association, minutes, policies, etc.)
- Ensures agency has current copies of all relevant legislation and regulations
- Maintains agency membership list
- Ensures time sheets, expense and travel reports and purchase orders are completed accurately and submitted in a timely fashion
- Oversees staff recognition plan
- Other related duties as assigned

Information Technology

- Coordinates onboarding of new staff, as well as any other staff transitional changes to the computer and telephone system.
- Maintains an inventory of all information technology (computers, telephones, projectors, cameras)
- Is the lead administrator for the ShoreTel telephone system, trouble shoots problems and ensures backup supports exist
- Is the lead contact with IT consultants to trouble shoot IT problems

Office Management

- Ensures all incoming mail (mail, general inquiries by phone or email) and faxes are distributed in a timely manner and to the appropriate people.
- Ensures all outgoing mail is posted daily for afternoon delivery
- Ensures special deliveries by courier or registered mail are managed safely, securely and timely
- Ensures office processes are smooth and effective and support collaboration and efficiency
- Provides ongoing support and supervision for administrative staff
- Models exemplary customer service
- Ensures office equipment (copiers, fax machine, postage meter) are always in good working order
- Ensures all meeting rooms are set up for effective meetings
- Coordinates the preparation of the Annual Calendar
- Coordinates office supply inventory
- Coordinates special activities in December (office clean up and Christmas card mail out)

Supervision

- Receives overall direction from and sets annual performance goals with the Executive Director
- Participates actively in supervision and team meetings

Qualifications

- Post-secondary education/ training in administration and a proven track record providing senior level administrative support to executives.
- Office management and staff supervision experience
- Minimum of five years directly related experience, preferably with a non-profit organization
- Experience coordinating meetings and making travel arrangements
- Excellent written and oral communication skills
- Ability to work in a multi-program, multi-task environment
- Excellent interpersonal skills including an ability to deal with complex situations
- Demonstrated initiative and ability to respond to situations with maturity and composure

- Excellent knowledge of applicable MS software applications
- Experience with basic trouble shooting issues with IT and phone systems to effectively coordinate resolution of issues in a timely manner
- Experience with, and knowledge of, records management systems and data bases
- Personal values strongly parallel and support organizational values
- Well defined belief in the primary and fundamental value of people and social justice
- Sophisticated conceptualization of the management of privileged information
- Highly confidential and discreet