

1. Position No. 80368, 81716	2. Descriptive Working Title Executive Assistant		3. Present Classification Excluded Support
4. Branch Operations	5. Department Vancouver Coastal and Fraser Valley; Vancouver Island, Interior, North	6. Work Location Hybrid – Site Central	Date Feb 2013 Revised Jan 2021; May 2022
7. Position No. of Supervisor 81686, 81689	8. Descriptive Work Title of Supervisor Associate Vice President, Operations		9. Classification of Supervisor Excluded Support

## POSITION SUMMARY

Reporting to the Associate Vice President, Operations, the Executive Assistant is responsible for the managing the efficient administration of the office of the Associate Vice President (AVP), tracking projects and financial commitments, monitoring the regional budget and preparing budget analysis reports, coordinating departmental communications and correspondence, and coordinating and administering regional training initiatives. He/she/they acts as the administrative liaison with other departments/branches and external contacts.

## MAJOR RESPONSIBILITIES

1. Manages the smooth and efficient operation of the office of the AVP by establishing administrative systems and processes and ensuring effective and efficient organization of the work.
2. Manages the flow of information between the AVP and senior regional managers; working closely with the AVP, assesses current and emerging issues and priorities, and provides feedback and recommendations regarding the management of high profile, urgent or sensitive matters; facilitates the completion of projects and activities by the senior regional managers and, on behalf of the AVP, ensures the department fulfils its commitments and effectively responds to urgent or critical situations.
3. Triage and responds quickly to emerging issues and changing priorities using sound judgement in assessing the urgency and importance of various issues requiring the attention of the AVP. Independently researches and handles a wide variety of issues and determines which regional manager should handle specific priority items.
4. Manages the AVP's calendar, and ensures that the Regional Calendar is current and utilized by all staff. Manages the time keeping and vacation schedule for all management staff.
5. Coordinates the booking of meetings for the AVP and the senior regional management team; prepares agendas, coordinates the preparation of meeting materials, and records and distributes minutes. Completes travel claims, mileage, and other expenses administration for AVP and management team.
6. Manages the development and implementation of tracking systems and monitors regional or as appropriate Provincial projects and financial commitments, advising the AVP and other senior regional managers of issues of concern. Works with the Regional Administrative Services Manager of the applicable region to resolve issues as necessary.
7. Assists in the development of the annual budget for the assigned regions and monitors expenditures to ensure they fall within approved budget limits. Advises AVP of emerging budget issues and prepares reports for the region.
8. Tracks work orders for the self-insurance process for directly managed properties and ensures costs are budgeted appropriately.

9. Coordinates departmental communications and correspondence internally and externally. Prepares correspondence for the AVP, some of which is sensitive or confidential including responses to grievances, disciplinary letters involving suspension or dismissal, and other documents of human resource and labour relations impact. Ensures the regional website and intranet is updated regularly and acts as the key contact person for general telephone and departmental website enquiries.
10. Acts as the training coordinator for the region. Ensures that each position completes all required training, following up with the Manager and/or Employee as necessary. Works with other departments to generate training rosters, maintains attendance records and sends to Human Resources for system updates. Coordinates the scheduling of employees for learning and training sessions. Collaborates with Human Resources to develop training programs as necessary.
11. Participates as a member of the regional senior management team in the development of regional plans and discussion of issues impacting business or operating strategies; provides advice and counsel from an administrative perspective regarding emerging issues.
12. Acts as administrative liaison and maintains a positive working relationship with other branches/departments and external stakeholders, including representing the department on committees and in meetings; attends meetings with the AVP and/or senior regional managers to ensure that administrative services which are agreed to are implemented and completed.
13. Plans, organizes and coordinates forums, retreats, special events and other important meetings including establishing agendas, coordinating the preparation and distribution of materials, and organizing venue, speakers, travel and accommodation; attends meetings as required.
14. Performs other duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

## **ORGANIZATION**

This position reports to the Associate Vice President, Operations.

There are no positions reporting to the Executive Assistant.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

College diploma in commerce or business administration or an equivalent amount of education and experience.

Considerable experience in managing the administrative aspects of the office of an Executive, preferably for a public sector organization operating within a fast paced, complex environment.

Or an equivalent combination of education, training and experience acceptable to the Employer.

### **Knowledge, Skills and Abilities**

#### **Core Competencies**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Sound knowledge of the principles and practices of managing the administrative activities for the office of a senior level director

Considerable knowledge and understanding of the Branch's policies, programs and operating requirements

Good understanding of the management, business and administrative practices of property management and/or support service projects and operations.

Ability to exercise judgment, diplomacy and tact in dealing with confidential matters

Ability to manage multiple issues and projects, co-ordinate work with others, keep senior Regional management staff apprised of major issues and adapt to changing priorities.

Ability to foster strong working relationships with internal and external stakeholders to accomplish objectives.

Effective conflict resolution, consensus building and interpersonal skills

Excellent verbal and written communication, organizational, analytical, problem solving, time management and expediting skills

Excellent computer skills, including a high level of technical proficiency with Microsoft Office products including Word, Excel, Powerpoint, Access, and Project.