

JOB DESCRIPTION
MANAGEMENT EXCLUSION

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| 1. Position No. 32009 | 2. Descriptive Working Title EXECUTIVE ASSISTANT | | 3. Present Classification Excluded Support |
| 4. Branch Information Management & Technology (IMT) | 5. Department INFORMATION MANAGEMENT & TECHNOLOGY (IMT) | 6. Work Location Hybrid – Site Central | Date Jun 2019 Revised Mar 2021, May 2022; Revised Nov 2023 |
| 7. Position No. of Supervisor 33036 | 8. Descriptive Work Title of Supervisor VP, INFORMATION MANAGEMENT & TECHNOLOGY | | 9. Classification of Supervisor Executive |

POSITION SUMMARY

Reporting to the VP, Information Management & Technology, the Executive Assistant is accountable for the efficient management of the Office of the Vice President (VP). The position provides executive assistance to the VP including confidential issue management, travel logistics, calendar management, PCard processing, and overseeing the flow of information between the VP and IT managers. The position manages and coordinates submissions to the senior executives, supports operation and administration of the branch, coordinates branch communications and correspondence and acts as administrative liaison with other departments/branches and external contacts.

MAJOR RESPONSIBILITIES

1. Provides confidential administrative and operational support to the VP including scheduling of meetings, client and external stakeholder communications, travel arrangements, setting agendas, minute-taking, filing of corporate documents and coordination of presentations and briefing materials. Brings any key/critical issues or concerns to the attention for immediate resolution. Provides the same assistance to the branch leadership team as needed.
2. Manages and coordinates the process for submissions to the Executive Committee and Board of Commissioners, from development, timeline liaison, quality review to preparation for VP's approval. Ensures timeline and quality of submissions meet expectations.
3. Manages the flow of information between the VP and branch leadership. Works closely with the VP to assesses current and emerging issues and priorities and provides feedback and recommendations regarding the management of high profile, urgent or sensitive matters. Prepares briefing materials and reports, facilitates the completion of projects and activities by branch leadership and, on behalf of the VP, ensures the branch fulfils its commitments and effectively responds to urgent or critical situations.
4. Supports the operation and administration of the Branch. Participates in comprehensive reviews of branch procedures and provides expertise and support in developing new administrative systems and processes. Identifies policy and procedural gaps, provides advice and inputs, and maintains the branch Policy and Procedures Manual to support the effective and efficient administrative services of the branch.
5. Manages travel expenses and PCard transactions and prepares and submits timely expense reports for the VP and branch leaders ensuring compliance with BC Housing PCard Policy and Travel Policy.

6. Participates as a member of the branch leadership team in the development of branch plans and discussion of issues impacting business or operating strategies. Prepares and distributes agendas and meeting materials and takes minutes. Ensures branch plans are developed and updated on a regular basis to support ongoing strategic and operational planning, and requirements of monthly and quarterly branch reporting.
7. Coordinates projects as directed by the VP including the planning and execution of special projects, events, research, financial reporting, and other initiatives. Collaborates with branch members, various departments and other branches as needed.
8. Coordinates branch communications and correspondence internally and externally. Prepares correspondence for the VP, 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. Supports the operations of the branch intranet, news articles and social media, and coordinates content updates from all areas of IMT. Acts as the key contact person for general branch enquiries.
9. Acts as administrative liaison and maintains a positive working relationship with other branches/departments and external stakeholders, including representing the branch on committees and in meetings, attends meetings with the VP to ensure that administrative services which are agreed to are implemented and completed.
10. Plans, organizes and coordinates meetings, forums, user training and other important meetings including establishing agendas, coordinating the preparation and distribution of materials, and organizing venue, speakers, travel and accommodation, and attends meetings as required. Plans and coordinates branch meetings, training sessions, lunch & learns, and team building events, including room bookings, catering, and travel arrangements.
11. Develops branch training plans and recommends and organizes training for branch staff; provides orientation and training to all branch staff on administrative policies and processes and provides analytical support in assessing and resolving administrative issues.
12. Performs other related 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

The Executive Assistant reports to the VP, Information Management & Technology.

There are no direct reports to the Executive Assistant.

QUALIFICATIONS

Education, Experience and Occupational Certification

Diploma in commerce, business administration or other relevant discipline.

Considerable experience as an executive assistant in managing the administrative aspects of the office of a senior executive 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
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- Sound knowledge of the principles and practices of managing administrative activities for the office of a senior leader
 - Good understanding of the management, business and administrative practices of IT projects and day to day technical support.
 - Well versed in Information Technology, especially with technical jargon and the various functional areas within an IT branch or department
 - Good understanding of IT systems and excellent computer skills, including a high level of technical proficiency with Microsoft products including Word, Excel, Powerpoint, Teams, Planner, Visio, PowerBI and Project.
 - Excellent written and verbal communication skills, including the ability to convey technical information effectively
 - Excellent organizational, analytical, problem solving, time management and expediting skills
 - Ability to adapt to evolving IT tools and processes quickly
 - Ability to work effectively and collaboratively with cross-functional teams and with all levels of staff
 - Ability to exercise a high degree of accuracy and attention to detail, when working with financial information
 - Ability to learn, understand and apply branch policies, programs and operating requirements.
 - Ability to manage multiple issues and projects, co-ordinate work with others, keep branch leadership apprised of major issues and adapt to changing priorities.
 - Ability to work effectively under pressure and manage competing priorities.
 - Ability to exercise judgment, diplomacy, and tact in dealing with confidential matters
 - Ability to foster strong working relationships with internal and external stakeholders to accomplish objectives