

Explore Waterloo Region Job Description

For Department Use	
Working Title	Date Prepared
Office Manager & Executive Assistant to CEO	3/1/2022
Department	Division
Explore Waterloo Region	Office of the CEO
Section	Location
N/A	Currently Virtual/maybe become hybrid

Overall Purpose

Under minimal direction, the Office Manager/EA provides senior level assistance and is responsible for the efficient and effective operation of organization, as well as coordination of external meetings and day to day financial management.

Key Responsibilities

- Manages all office administration including: Budget Manager for the organization; purchasing and maintaining office supplies/collateral materials; attending team meetings (handles all logistical requirements for on and off-site meetings, as well as minute taking and tracking action items to ensure completion)
- Manages effective financial controls for the organization by managing the processing of invoices, preparing monthly financial forecasts, reconciling monthly accounting reports, preparing annual budgets with Leadership team, and monitoring all accounting and budget transactions in accordance with organizational policies. Liaises regularly with the accountant
- Manages CEO's schedule and electronic calendar. Arranges all appointments, meetings and conference calls for the CEO and Leadership team (if required), books appropriate venues and assembles relevant files. Organizes travel and accommodation requirements for the leadership team, confirms and finalizes transportation and hotel reservations.
- The incumbent works with senior staff to acquire information for distribution to the Board members. The incumbant also maintains regular contact with all board members to coordinate meetings, distribute briefing material and to communicate to the directors information/invitations regarding EWR functions.

- Ensure the timely and accurate acquisition of material to be forwarded to our Board and Committees by cultivating and maintaining a “sense of urgency” relationship with the leadership team and staff. Ensure the timely and accurate delivery of material to our Board by effectively acquiring the material in sufficient time for delivery and review by the directors.
- Contribute to running productive board by managing all logistical arrangements, including the coordination and scheduling of meetings, facility requirements, etc. Responsible for compiling and maintaining all Board records.
- Assists Leadership team with various administrative projects such as member outreach, data entry, managing collateral inventory and event planning.
- Assists team with trade show registration and booth co-ordination

Required Knowledge, Skills, and Abilities

- Proficient in Microsoft Suite – Powerpoint, Excel, Word, Outlook, CRM Management
- Knowledge of html and CMS (Wordpress)
- Proven communication skills (verbal and written)
- Customer service experience
- Demonstrated ability to multi-task and prioritize
- Significant budget management experience
- Knowledge of financial software an asset

Education and Experience

- Post secondary education or equivalent combination of education/experience in office administration
- A minimum of 5 years of experience in a senior administrative/financial role

Conclusion

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by jobholders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Reporting Relationships

This Job Reports to:

CEO, Explore Waterloo Region

Job Titles and number of incumbents reporting to this job:

n/a

Contacts (Typical)

Develops/maintain excellent working relationships with senior officials, staff and Board members. Daily contact and teamwork with Senior Management team. Responds with discretion to enquiries from public, private industry, external stakeholders. Deals tactfully and diplomatically with Media. Deals often with hotels and conference facilities when booking venues. Daily contact with the general public, private and public sector pertaining to organization business. Regular contact with both internal and external stakeholders and groups.

Innovation

The typical **creativity and problem solving** required in this job include:

Solves scheduling, travel and other administrative issues, e.g. regularly makes travel arrangements (air and hotel) for business trips that cover multiple days and locations (in-province, out of province and international) where time lines are critical (connecting flights to ensure CEO and/or senior staff arrives before start of meeting/conference). May need to search different airlines and hotels for appropriate travel times and rates ensuring points are used to cover travel.

The Office Manager/EA must often provide solutions for the delivery and acquisition of board briefing material for upcoming meetings. Often material for meetings is not available at the time of mailing and another means of delivery of the material must be determined. This would entail contacting the directors and advising of forthcoming materials in preparation for their upcoming meeting

Decision Making

The usual types of **decisions made in this job and the types of problems or decisions that must be referred** to a supervisor include:

Board Relation decisions are typically discussed with the CEO and the Board Chair. Examples would include: rescheduling of meetings, rearrangement of agenda items and determining deadlines; review and acceptance of materials for board and committee review.

Office of the CEO - Decisions are typically about how to make the best use of the CEO's time given CEO's priorities and preferences. For example, coordinating schedules; arranging travel; determining what information needs the CEO's review; and delegating tasks, responding to inquiries, and scheduling meetings on behalf of the CEO.

Specialized Knowledge/Skills and Education required: (Formal education or designations required)

- Demonstrated leadership skills
- Excellent interpersonal and communication skills
- Must be very organized and have demonstrated excellent judgment
- Superior ability to understand and manage multiple priorities
- High level of discretion (keep sensitive information confidential)
- Ability to work well under stress and meet critical deadlines
- Problem Solving
- Ability to deal with all levels of senior management with diplomacy, tact and discretion

- Thorough knowledge of products, services, policies and procedures and ability to provide high quality customer service to internal/external clients
- Computer literacy – Windows, Word, Excel, Powerpoint
- High level of Financial acumen
- Must be autonomous and self-reliant

Working Conditions

Examples:

A Physical Environment

Busy office environment. Majority of time is spent sitting and using the computer. Sits in a comfortable position with frequent opportunity to move about.

B Physical Effort

Minimal – sits at a workstation, reads, word processes and phone. Attends offsite meetings in this role, so often required to carry AV equipment for setup and dismantle (laptop, projector, portable PA system, mic stands).

C Sensory Attention

Moderate – Significant attention is required to concentrate on reading and listening while interpreting detailed, technical and often times confidential information and deciding how to resolve problems to meet multiple deadlines. This must be accomplished in an environment where there is constant interruption. Must follow safety and control practices and conform to OHS Legislation when handling equipment, supplies and potentially hazardous substances.

D Mental Pressures

Moderate/Considerable – Works in a busy office environment. Must have the ability to work fast on a priority basis with attention to detail – critical to avoid errors. Handles a high volume of requests for service which must be continually re-assessed for priority order, depending upon urgency and nature of requests, including demands for immediate attention. Frequent interaction/discussion with Board members, with focus on *ensuring the timely delivery of briefing material for board and committee meetings.*

Other

Flexibility in working hours to support the team's busy and often changing schedule, excellent interpersonal skills, confidence, project coordination experience, and the ability to work well with all levels of internal management and staff, as well as outside clients, stakeholders and service providers are essential to this role.

If you are interested in the position, please apply to: marketing@explorewaterloo.ca