

Job Description: Executive Assistant

Reports to:

Director, Finance & Operations

Direct reports:

N/A

Overview of Responsibilities:

The Executive Assistant works as part of the organization's operations team to provide the full range of administrative and clerical support for the organization. This position is located at the office's front desk and requires a high level of professionalism as this individual is often the first contact for donors and other stakeholders of United Way.

Key Responsibilities/Essential Functions:

- Responsible for all aspects of the front desk including:
 - Acting as the first point of contact for phone and in person requests and inquiries and then providing correct and accurate information or forwarding it to appropriate staff.
 - Preparing and offering coffee/water to individuals upon arrival for meeting and appointments.
 - Opening and closing the office as per pre-determined procedures.
 - Completing event registration.
 - Processing donations and event payments and invoicing per established procedures.
 - Handling incoming mail, courier deliveries and pick-ups.
 - Tracking return mail and following up as required.
 - Updating main phone line voice messages as required.
 - Monitoring and addressing emails received by the general office email address.
 - Summarizing and tracking information within the organization's database.
 - Identifying and correcting errors on information sent from the organization.
- Handles administrative and clerical processes for the annual direct mail campaign. Tasks include entering and extracting data from the database and proofing the output, manipulating data in excel, completing mail merges and coordinating the delivery of information and supplies with our direct mail provider.
- Provides administrative support to our resource development team in stewarding and thanking donors. Tasks include generating weekly reports to list new donors, obtaining missing contact information and updating the database, distributing lists to staff and updating the database with results.
- Assists in campaign processes including issuing campaign envelopes, receiving the completed envelopes and entering face value information into the database, then forwarding the envelope for verification and input.
- Provides administrative support to the finance and accounting process. Tasks include arranging cheque signing, preparing correspondence and processing documentation (e.g. mail, filing, faxing, and copying).
- Provides support for the Director, Finance and Operations. Tasks include meeting logistics for the Board Finance and Audit Committee, updating contact lists and creating a range of documents (e.g. reports, letters, memos, tables, forms, spreadsheets presentations, etc. utilizing MS Word, MS Excel,

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MS PowerPoint and our internal database) and act as the initial contact for internal issues with technology, equipment and systems.

- Provides administrative support for human resource activities while maintaining confidentiality. Tasks include: entering time sheets and vacation requests into excel, maintaining staff lists, assisting in managing the performance appraisal process, updating and maintaining new staff orientation materials, and assisting in other administrative processes associated with employee hiring and termination.
- Provides administrative, clerical and logistical support to the Director, Community Impact & Strategic. Help develop and maintain relationships with community partners.
- Provides executive assistant support to the CEO including scheduling, preparing correspondence, monitoring e-mail and directing phone calls.
- Provide administrative support for our Be Seen in Jeans, Day of Caring and Speaker Bureau programs and Social Media Strategy.
- Maintains the front office area, main floor kitchenette and storage areas ensuring they are clean, organized and aesthetically pleasing.
- Maintains and safeguards office equipment. Tasks include managing small equipment sign out and basic photocopier/equipment maintenance (changing toner, arranging service calls, etc.).
- Maintains and oversees office supplies and campaign collateral inventory. Tasks include monitoring inventory levels, restocking, organizing and re-ordering as required.
- Monitoring numerous e-mail accounts, filtering information and forwarding or responding to e-mails as required.
- Assist as required in arranging meeting logistics and recording and distributing meeting minutes for various board and internal committees.
- Organizing and maintaining the electronic and manual filing systems for the organization.
- Acts as the main Fire Marshall for United Way, attends training and ensures staff is updated on procedural changes.
- Participates on internal committees as required (e.g. social committee, workplace campaign).
- Participates in the collective work of the Saskatoon Community Service Village as required.
- All other tasks as assigned.

Experience/Position Requirements:

- Relevant certification and/or course in administration and a minimum 2 years of pertinent experience.
- Must be bondable and pass a criminal record check.
- Plans and prioritizes own workflow to complete a range of assignments.
- Undertakes a variety of routine and diverse duties, working within established policies, guidelines and procedures. However, may apply some discretion in the application of established standards.
- Is self-motivated and anticipates work that is required.
- Frequently communicates with others to exchange factual information.
- Listens and receives information and clarifies as required.
- Refers information and queries as appropriate.
- Deals with day to day problems specific to the job, applying established guidelines and procedures to solve them.

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Accountabilities:

- Provides timely administrative, clerical and secretarial support including the preparation of accurate documentation and reports and the handling and filing of documents.
- Provides effective reception for the United Way front desk, dealing with or referring requests and queries as appropriate.
- Interacts and communicates with internal staff and external donors and stakeholders in a friendly, efficient, effective and helpful manner.
- Performs as an effective first point of contact for donors and stakeholders and also internal staff.
- Handles high volumes of meeting scheduling duties, including related administrative and logistical matters, in a timely and accurate manner.
- Undertakes special projects in a manner that ensures they are completed on time and with expected results.
- Promptly communicates issues of importance or concern to the Director, Finance & Operations.
- Collaborates with others as required to complete assignments and support team efforts. Works to resolve conflicts and maintain harmony as needed.
- Participates in community events as required, demonstrating knowledge of, and respect for, cultural and community traditions and diversity.
- Sets priorities for own and volunteers' work and meets deadlines.
- Complies with work unit and United Way policies and procedures, and with relevant laws, rules and regulations.

Working Environment:

The incumbent works in an office environment. Routinely spends extended periods of time in front of the computer terminal.

Salary Range:

The salary range for this position is between \$41,200 and \$52,100 annually dependent on education and experience.