



IDENTIFICATION

Department	Position Title	
Aurora College	Executive Assistant to Vice President, Community and Extensions	
Position Number(s)	Community(s)	Division/Region(s)
91-13682	Yellowknife	Community & Extensions

PURPOSE OF THE POSITION

The incumbent is directly responsible for providing a full range of senior executive administrative, confidential secretarial and administrative services to the Vice President, Community and Extensions (VP, C&E). The Executive Assistant liaises with the Chair of Developmental Studies and each of the five regional Program Heads within the division and their Regional Administrative Assistants regarding division-wide and college-wide coordination of administrative processes. The Executive Assistant further provides administrative supports for the Coordinators of Continuing Education and other Managers within the division. The Executive Assistant provides services in accordance with the mission statement, values, principles and policies of Aurora College, is consistent with Adult Education principles, and respects the diverse cultures of the peoples and communities of the NWT.

SCOPE

The Executive Assistant is located in Yellowknife and reports to the Vice President, Community and Extensions. The incumbent performs a full range of senior administrative and confidential secretarial and administrative services to the VP, C&E and the entire Community and Extensions Division.

The incumbent is responsible for managing and coordinating the final preparation of divisional reports, briefing notes, letters, publications and documents related to all areas within the Community and Extensions Division including, policy, programs, information technology, and libraries. The incumbent works closely with the Executive Assistant to the President to manage and coordinate HR documentation for the Community & Extensions Division.

The incumbent coordinates and ensures that all written documentation conforms to College, departmental and government formats, procedures and policies. The incumbent prepares and finalizes all written documentation for senior executive approvals.

A detailed hard copy filing and electronic filing system are maintained by the incumbent of this position who is responsible for confidential storage of information, documentation, approvals and other issues and the Community and Extensions Division related to the VP, C&E college-wide. A well-organized filing system is imperative to the flow of the Community and Extensions Division correspondence and relations with the Departments of Education, Culture and Employment, Human Resources and other government departments and divisions internally within the College itself. Although the incumbent does not supervise anyone directly, the incumbent provides guidance and functional direction to administrative support staff throughout the College.

The incumbent is the first point of contact for the Community and Extensions Division with the public and deals daily, in person or on the telephone, with a variety of contacts including College staff and students, officials from government departments, representatives from Aboriginal organizations and the general public. The incumbent is frequently called upon to exercise judgment and must exercise discretion in the execution of their duties.

Decisions resulting in poor quality work, delays in meeting deadlines and errors made in performing duties could create embarrassment to the organization. Breaches of confidentiality and/or provision of inaccurate/incorrect information can have serious legal or political implications.

The Community and Extensions Division is comprised of the School of Developmental Studies, 23 Community Learning Centres aligned in five regional groups, and Continuing Education Coordinators at the three campuses. The Community and Extensions Division has a staff of approximately 53.

RESPONSIBILITIES

1. Provides professional and confidential administrative services to the Vice President, Community and Extensions and the Community and Extensions Division.

- Coordinates requests of the College for the generation of correspondence on behalf of the Vice President, C&E, and reviews all correspondence and documents prepared for signature of the VP, C&E to ensure accuracy, quality and consistency within the mandate of the College, and the direction from the VP, C&E.
- Reviews and responds to emails on all College matters in a timely and professional fashion, keeping track of issues, and action items as they arise and following up as required.
- Handles correspondence containing information of a personal, restricted or protected nature.
- Reviews and prioritizes all correspondence received for the VP, C&E and ensures that appropriate responses are prepared either by responding on behalf of the VP,

C&E, or referring correspondence directly to the Vice President or other Senior Management in the Division.

- Accurately types correspondence, reports and documents from hand written or electronic email notes for the VP, C&E.
- In consultation with the VP, C&E, coordinates and prepares responses to information requests from government departments and organizations.
- In consultation with the VP, C&E, prepares draft responses to Divisional correspondence.
- Proof-reads, edits and redrafts (if necessary), formats and finalizes all correspondence prepared by others for signature of the VP, C&E.
- Identifies matters of priority for the attention of the VP, C&E for discussion and instructions on subsequent courses of action.
- Schedules meetings; prepares agendas and information packages including regular Divisional and Academic Chair meetings.
- Provides administrative and logistical support for Divisional meetings, Committee meetings and other Community and Extensions Division related meetings, including the arrangement of travel and accommodations for Divisional staff and faculty members, preparation and distribution of information packages, arrangement of meeting locations, and the production and distribution of minutes and action minutes following the meetings.
- Makes all travel and accommodation arrangements for VP, C&E and other Divisional faculty and staff as required.
- Prepares and documents requisitions and other documents including travel advances, travel authorizations, travel claims, travel and accommodation warrants, purchase orders, cheque requisitions and charter aircraft requests as required.
- Arranges, records and confirms all the Vice President's appointments and meetings inside and outside of the office providing relevant files and related information for these meetings.
- Sets up conference calls for the VP, C&E, and other Divisional faculty and staff.
- Liaises with appropriate College Senior Managers to ensure the timely and accurate preparation of briefing notes, reports, proposals and submissions.
- Responds to client inquiries/complaints by referral to appropriate staff, ensuring the VP, C&E is made aware of such activities.
- Accurately transcribes correspondence, briefing notes, reports, information items and other documents from transcribing equipment or hand written notes.
- Records and transcribes Divisional meeting minutes
- Arranges for courier services for outgoing correspondence and other documents
- Receives and transmits local and long distance telephone calls, answers inquiries, handles messages and directs calls and visitors to the appropriate staff.

2. Provides senior administrative support to ensure the effectiveness and efficiency of the day-to-day office administration.

- Maintains an electronic mail tracking system for incoming and outgoing VP, C&E and Community and Extensions Division correspondence.
- Prioritizes all correspondence, forwarding tasks to senior staff and assigning bring-forward dates.
- Maintains a bring-forward retrieval system for action items and all correspondence.

- Monitors the progress of assigned tasks.
- Maintains a record of all correspondence signed by the VP, C&E and Community and Extensions Division documents.
- Forwards correspondence as required to Chair of Developmental Studies, and Program Heads , for the preparation of a College response
- Organizes records and maintains a confidential filing and electronic filing system
- Maintains the confidentiality of incoming and outgoing facsimile messages and sending of facsimile messages.
- Maintains the confidentiality of incoming and outgoing PDF scanned messages and sending of PDF scanned messages, as well as electronically maintaining confidential PDF scanned messages.
- Provides computer and office procedure training to other administrative staff and casual employees as and when required.
- Scans and emails a variety of documents.
- Informs other administrative staff on changes to College standards and formats to ensure they are kept up-to-date.
- Receives all travel requests requiring VP, C&E approval, and confirms correct information.
- Ensures honouraria request documents are prepared and provided for all travel and meeting/conference attendance.
- Provides itineraries and all travel information for the VP, C&E, Chairs, Managers, and other Divisional staff and faculty.
- Assists in the completion of briefing notes, reports, profile sheets, speaking notes and other correspondence for the Vice President's signature.
- Prepares summary reports on incoming tasks and status reports on current tasks.
- Researches information required by the VP, C&E and his/her staff.
- Makes recommendations for the improvement of office procedures which will improve effectiveness and efficiency.
- Assists in developing solutions to day-to-day problems.
- Assists in providing orientation to new administrative assistants within the Community and Extensions Division.
- Prepares financial coding of payroll, vouchers and other financial documents for the VP, C&Es signature
- Completes visa reconciliations for the VP and him/herself and verifies submitted divisional reconciliations for VP approval, are complete with all back up documentation and meet the guidelines for use of a corporate visa

3. Provides support function to the Community and Extensions Division.

- Liaises and collaborates with other Executive Assistants to resolve issues.
- Provides backup support for Regional Administrative Assistants and Executive Administrative Assistants during absences from work or holiday relief.
- Participates in Admin Team meetings, providing support and guidance for Team Members
- Maintains knowledge of matters within the Division and is responsive to gather documents, backup and provide follow up support services as required for Confidential, HR related, financial and other related matters

- Works directly with the EA to the President as the main liaison for HR documentation and follow up pertaining to the Division

4. Maintenance of SharePoint site.

- Responsible for ongoing maintenance of SharePoint for the Community & Extension Division
- Ensure essential material is available as required
- Requirement of regular and ongoing communication with a variety of groups to continually update information available

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of executive administrative , secretarial and office procedures
- Knowledge and understanding of the organization and structure of the College and knowledge of Northern culture and politics
- Knowledge of and be highly proficient at using the following computer programs: word processing, spreadsheets, power point, e-mail, database systems and telecommunication systems.
- Demonstrated oral and written communication skills
- Demonstrated human resource and team working skills
- Proven skills in anticipation of short and long term needs and requirements of the department
- Proven skills in self-motivation and initiative
- Proven ability to be adaptable and flexible

Typically, the above qualifications would be attained by:

- Completion of a Secretarial Arts or Office Administration Certificate
- 5-7 years of secretarial administrative experience including three years of executive secretarial and administrative experience.

Asset

- Coursework or certification in Microsoft Office and other related software

WORKING CONDITIONS

(Working Conditions identify the *unusual and unavoidable*, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

Physical Demands

The incumbent will have to move recording equipment and other support materials during meetings. The incumbent is also expected to travel on a regular basis to Departmental and Chair meetings. This may include travel to remote locations.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent is faced with mental demands stemming from the need to communicate with others on a regular and ongoing basis. Stress is caused by the volume of the workload, the variety of program areas, the need to meet tight deadlines, conflicting priorities and constant interruptions. Stress is also caused by the need to coordinate and organize large-scale meetings and by the fact that the incumbent is expected to provide services to the VP, C&E, Chairs, Managers, and other Divisional staff and faculty. The incumbent is expected to play a pivotal role in ensuring that deadlines are met, output is quality-controlled and staff is adequately supported. The incumbent handles and is exposed to a variety of confidential and sensitive document and delicate issues, which can result in stressful situations.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ **Position of Trust – criminal records check required**
- ☐ Highly sensitive position – requires verification of identity and a criminal records check