

Executive Assistant

Posting Date: May 14, 2024 - until filled

Term: Indefinite-term contract

Salary Range: \$60,000 - \$70,000 annual salary

Benefits: Extensive benefit package inclusive of health, dental, RRSP, and paid personal days. Hybrid working options available for this role to work up to 1 day per week from home.

Background

The [Schlegel-UW Research Institute for Aging](#) (RIA) is a charitable non-profit organization that partners with the University of Waterloo, Conestoga College, and Schlegel Villages to enhance care and quality of life for older adults. Through engagement with key partners and collaborators, RIA supports practice- relevant research and knowledge mobilization. Research evidence is used to inform programs, education and training, and influence practice and policy.

Primary Purpose

The Executive Assistant supports the day-to-day functions of the senior directors to support operational functions that advance organizational initiatives and goals. This role will help with various organizational needs, including support with projects, presentations, meetings, file management, calendar and meeting management and communication with partners.

The role will support RIA's vision, mission, and values as well as have an interest and passion for enhancing quality of life and care for older adults and team members working in senior living.

Key Accountabilities

- 1. Senior Leadership Strategic Support:** Serve as the primary point of contact for senior leadership and respond to inquiries from internal or external partners professionally. Manage calendars and schedules while exercising discretion in committing time and providing support with prioritization, deadlines and time management. Support with partner relations and engagement including presentations, meetings and communication and as an intermediary between senior leadership and clients, partners and employees. Strong understanding of organizational policies and able to keep senior leaders informed of pressing or urgent matters. May also chair meetings, on behalf of a Senior Director and assign tasks to teams.
- 2. Organizational Leadership and Administrative Support:** Administrative and clerical tasks to support business operations. Identify and develop policies and procedures, as appropriate. Organizing and maintaining confidential and sensitive information and files, records, and databases, both electronic and physical, to ensure easy access to information as needed. Booking flights, accommodations, ground transportation, and other travel logistics for the senior leadership, ensuring smooth travel experiences. Prepare, reconcile and submit expense reports.

3. **Meeting and Event Support:** Organize and prepare for meetings, events, and tours, including preparing agendas, presentations, supporting attendees, minute-taking, and getting support from the administrative team for meeting room set-up, catering, and providing support to guests, including travel arrangement and other communication as required.
4. **Teamwork:** Able to effectively establish quality relationships with internal team members, researchers, and external partners and their support team. Act as support and backup for the other executive assistants and office team. Actively participate in team and organization-wide meetings virtually and in-person.
5. **Communication:** Strong written and verbal communication skills with the ability to tailor messaging to diverse audiences and maintain confidential information and act professionally. Responsible for drafting, reviewing and sending email and other communications. Able to proofread and edit documents. Pro-actively and regularly communicates with leadership, team members, and external partners.
6. **Other:** Take on additional tasks, activities and special projects, as they arise.

Position Requirements

Education:

Bachelor's degree required or demonstrated equivalent experience.

Skills and Experience:

- Minimum 3 years of experience in supporting a senior executive or executive teams.
- Experience engaging with various external executives and partners including researchers and key partners.
- Ability to maintain a high degree of professionalism with respect to confidentiality and sensitive information.
- Experience using various systems/technologies (CRMs, databases, and other platforms).
- Experience developing processes and using tools to create efficiencies in processes and procedures.
- Effectively manage multiple tasks and competing priorities in an organized and efficient manner.
- Exemplary skills in diplomacy, relationship building, and conflict management.
- Excellent verbal communication, writing, editing and proofreading skills.
- Excellent business acumen and ability to exercise tact, sound judgment and prioritization.
- Ability to work in a collaborative team environment.
- Ability to adapt to change and manage competing priorities.
- Self-starter with a proactive attitude who can anticipate needs with strong organizational skills.
- Experience and Fluency using Microsoft and Google Workspace products.
- Fluent in English. Fluency in French is an asset but not required.
- Must have a valid driver's licence and be available for occasional travel.
- Eligible to obtain a police background/criminal record check.

Scope of Work

- **Interpersonal Skills:** Communicates effectively with internal team members and external partners; professionally represents the RIA in all communications and events.
- **Level of Responsibility:** Responsible for supporting the senior directors with access to confidential and sensitive information.

- **Decision-Making Authority:** Ability to identify successes and challenges while coordinating activities; engage in problem-solving with senior directors to optimize success and efficiencies; ability to seek appropriate support and decision-making as needed.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting at a desk and in meetings and concentrated use of visual senses; substantial repetitive keyboard/mouse movement; high sensory demands because of required concentration and attentiveness to detail and regular distractions and interruptions.
- **Working Environment:** Much of the time is spent sitting in a comfortable position with frequent opportunities to move about. Office is located in a comfortable indoor area and options for hybrid work are available for this position. The work is varied and assignments may change frequently. Work will involve regular interaction with RIA team members. There are deadline pressures, while at the same time there is a demand for thoroughness and accuracy. Occasional travel is required.

Vaccination Statement

All researchers, employees and students of the RIA who will work with long-term care homes, colleges, universities and other partners are required to comply with the vaccination policies of those external organizations to complete their work. Of note, vaccination policies are subject to change. The requirement to comply with those evolving policies does not change.

Equity Statement

The RIA is committed to equity, diversity and inclusion within its community and organization. We strongly welcome and encourage applications from Indigenous Peoples, racialized groups, women, 2SLGBTQI+ people, persons with disabilities and people from other equity-deserving groups.

The RIA is pleased to accommodate individual needs in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) within our recruitment process. If you require accommodation at any time throughout the recruitment process, please let us know.

Funding Statement

Please note that all positions at the RIA and the continuation of these positions are conditional upon funding.

How to Apply

RIA invites applications (cover letter and resume) to be submitted by email to applications@the-ria.ca. Please include the job title in the subject line of the email.