

Job Description

Job Title:	Executive Assistant, Office of the President
Department:	Office of the President
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	December 2017

Primary Purpose

Reporting to the Administrative Manager, this position provides efficient and effective administrative support to the President's Office on matters relating to events coordination, protocol, development of briefing materials, and program management. The incumbent provides assistance and support to the Administrative Manager on a range of files and operational matters along with project support to staff members in the Office of the President. The nature of support is diverse ranging from calendar support, research assistance, communications and correspondence support and general administration.

As a member of the Office of the President's team, the Executive Assistant works closely with other members of the President's team to ensure that the logistics and participation of the President in events, meetings, speaking engagements, international travel and recognition events is properly planned so that the President's performance is not negatively impacted by circumstances that could have been avoided. The Executive Assistant provides continuity in the absence of the Administrative Manager and has discretion to make decisions that are in line with strategy and goals within the Office of the President. This position deals with confidential materials, and requires the effective management of a high volume of information both internally and externally, as well as the ability to manage additional projects as assigned. The incumbent must be able to communicate knowledgeably with internal stakeholders at all levels of the institution, as well as various external stakeholders in order to ensure the delivery of successful events or meetings for the President. This position is accountable to work closely with stakeholders on a variety of enterprise-wide projects that require expertise in the areas of project execution, control and successful delivery.

Key Accountabilities

Administrative Coordination

- Under the direction of the Administrative Manager, ensures the President is prepared for meetings, events and other engagements by means of briefing notes, binders, speaking remarks, policy documents and consultations on approaches to issues.
- Exercises judgment in determining whether issues or requests for meetings/events are appropriate or best referred elsewhere.
- Works with internal and external communications professionals to deliver timely remarks for the President.
- Prepares and organizes support material by researching, analyzing, composing and or synthesizing and formatting documents ensuring materials are submitted by others as required.
- May attend planning meetings with the Administrative Manager, Chief of Staff or on behalf of them to ensure that appropriate follow-up occurs and that the Office is briefed on issues/outcomes.
- Responsible for maintaining proper event and briefing protocol and procedures for the Office of the President.

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- Provides original composition of correspondence. Ensures that a smooth flow of written and oral communication is achieved.
- Maintains positive, collaborative relationships with campus and external partners to ensure exceptional engagement, customer service and collaboration.
- Ensures that the President and staff are fully informed with regard to emerging issues of importance/sensitivity.
- Provides assistance to the Administrative Manager with respect to the management of the President's calendar and all briefing materials.
- Provides assistance to the Administrative Manager with respect to the coordination and scheduling of appointments, logistics, and arrangements for internal and external meetings and trips as required.

Events/Program Management

- The Executive Assistant is the project leader on certain events/meetings initiated by the Office of the President which includes the development of objectives, issuing and tracking invitations, coordination of speaking remarks, drafting programs and briefing notes for the President, ensuring the President's participation is maximized, ensuring proper protocol and consults with the President's team and community stakeholders.
- As part of the Office of the President's team, evaluates requests for the President's participation in events or meetings.
- Develops and ensures the use of project management strategies to prepare detailed schedules, identifying critical dates and deadlines to ensure that events or meeting briefs are managed on time.
- Assesses and recommends new events that promote a culture of innovation and generate maximum exposure for the President.

Advancement Coordination

- Together with the Administrative Manager, acts as a liaison for the Office of Advancement with respect to the engagement of the President in principal gifts strategies, stewardship opportunities, donor events, private dinners, cultivation strategies, and alumni engagement.
- Provides advice, critical analysis and reporting to the Administrative Manager on issues impacting the President's advancement activities and the achievement of those priorities. Communicates and signals opportunities to engage the President with key constituents.
- Working with Advancement, develops and maintains a process to engage key constituents on a regular basis by connecting their interests with students, faculty, emerging research and other campus initiatives.
- Coordinates all correspondence and meeting requests from the Office of Advancement.

International Coordination

- Together with the Administrative Manager, acts as a liaison for the Office of Waterloo International with respect to the engagement of the President in international strategies to develop research and academic partnerships, coordination of international trips, visiting delegations, and engagement with foreign dignitaries.
- Works with Waterloo International to develop and maintain a process to engage key strategic partners on a regular basis by connecting with them in various forms.
- Ensures all international agreements are processed through the Office of the President.
- Coordinates all correspondence and meeting requests from Waterloo International.

Communications Coordination

- Assists with the execution of communications projects, which includes, but is not limited to, research support, writing, editing and assistance with maintaining the calendar of projects and speaking events in the President's office.

Financial Coordination

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- Provides assistance to the Administrative Manager with respect to management of operating accounts and the President's expense claims.

Required Qualifications

Education

- University degree, business administrative field preferred or equivalent experience and education may be considered.

Experience

- At least 8 -10 years of professional experience providing administrative, business process and assistance to a C-level executive is desirable.
- Must have demonstrated exceptional ability to manage the calendar of a C-level executive to include complicated international travel and protocol.
- Experience in the coordination of events and development of briefing materials is essential to the success of this position. Capacity for depth and clarity of thought, and the ability to think strategically.
- Extensive experience in the communication of ideas and information in a clear, concise fashion, both orally and in writing.
- Demonstrated ability to work independently, with ambiguity and thrive in a fast-paced, entrepreneurial environment.
- Demonstrated ability to work with a high stress environment and operate with a high degree of confidentiality and discretionary judgment, be comfortable in an environment that requires shifts in priorities and be able to work quickly.
- Demonstrated service excellence orientation.

Knowledge/Skills/Abilities

- Outstanding organizational, analytical and problem-solving, skills.
- Ability to remain calm and in control when faced with multiple, often simultaneous demands made for important decisions/advice, both inside and outside of working hours.
- A high capacity for work, and a willingness to go beyond a regular work schedule when required to meet deadlines.
- Proven ability to work collaboratively with senior administration and with team members from a variety of disciplines.
- Ability to serve the needs of multiple stakeholders and elicit their confidence and cooperation.
- A proven ability to build strong relationships and influence individuals at all levels of an organization, as well as external constituents.
- High level of maturity and empathy; highly developed interpersonal and influencing capabilities.
- Strong organizational and analytical skills in the gathering and manipulation of data.
- Superior technological skills along with excellent organizational skills and ability to manage complex detailed work.

Nature and Scope

- **Contacts:** Internally, communicates with employees in all groups and departments at all levels to deal with, influence and motivate others, often with different perspectives and concerns. Able to succeed in high profile, pressure situations with significant campus and public scrutiny and potential for impact on the university. Required to work closely with external as well as internal partners to ensure consistency and management of the President's image and reputation through events, meetings and activities. The Executive Assistant will be a self-starter, have a strong entrepreneurial spirit, be driven to engage with a wide-range of internal and external stakeholders and will take proactive measures to enhance the

profile of the Office of the President through enhanced communication and coordination of activities with assigned portfolios. Collaborative team player comfortable leading as well as executing and taking constructive input from multiple sources. Proactive in anticipating the needs of the President and team members and ability to manage tight deadlines, competing priorities and stress.

- **Level of Responsibility:** The incumbent will be accountable to recognize the competing demands on the President's time and provide options and recommendations to solve conflicts with respect to events and assigned portfolios. Will ensure that the President is prepared for events or meetings through the timely coordination of all briefing materials including ensuring that the President's travel is confirmed based on assigned portfolio(s). The nature of the work performed provides an opportunity for the incumbent to demonstrate problem-solving abilities and increased responsibility through initiative, and self-motivation. The incumbent must demonstrate an understanding of the impact of their work in the President's office within the University programs and services by being proactive about process improvements and ensuring timely completion of objectives; act as a role model and resource to others in the performance of duties, have a thorough and in-depth understanding of the work they perform and the impact it has on others in the larger context of the University and the community; demonstrate the initiative to develop processes and practices when needed and deal effectively with complex issues by finding workable resolutions.
- **Decision-Making Authority:** Makes decisions when required on behalf of the Administrative Manager and seeks expert advice when required. Makes decisions on timelines, on the President's participation in events or meetings. Responsible and accountable for managing the President's Advancement activities, working closely with the Advancement Team. Responsible and accountable for managing the President's activities with respect to Waterloo International which includes international trips. The incumbent must be a strategic thinker, analytical and insightful, able to assess and interpret the various factors affecting the university, the President, its communities and its stakeholders. Makes decisions that have significant impact on the reputation of the University.
- **Physical and Sensory Demands:** This position works independently and collaboratively and requires outstanding customer service, sound judgment, a strong work ethic and an ability to work under very challenging time constraints with competing priorities. Flexibility in working hours is required. Extended time at the computer is required. Use of a BlackBerry allows the Executive Assistant to be accessible to the President and the President's team at all times and beyond normal business hours. Access to the internet from home is an ongoing requirement of this position.
- **Working Environment:** Reporting to the President are the Vice President, Academic and Provost, the Vice President University Relations, Vice President, Advancement, Vice President University Research, Vice President Finance and Administration and the University Secretary. The Executive Assistant must maintain a strong relationship with all of these Vice Presidents and members of their staff as well as members of the Board of Governors and Senate. External relationships include contact with Prime Ministers, Premiers and Cabinet Ministers, MPPs, MPs, Offices of Provincial and Federal Ministers, Ambassadors, senior international officials presents of Canadian and international universities, international CEOs, major donors to the university, community organizations, parents, students, faculty, members of the public.