

Job title	Executive Support
Reports to	Executive Director
Salary Range	\$45,000 to \$60,000

Job purpose

The Executive Support provides advanced administrative and executive support to the Executive Director and the functions of the executive office, including but not limited to clerical support to the ACWS board, board committees and the business meeting portion of the AGM. This position requires a high degree of professionalism and must exercise initiative and judgment in handling routine, non-routine and confidential material and special project assignments.

Duties and responsibilities

This position requires an individual who enjoys working with external partners as well as the general public, and can work as part of a team, collaborate with colleagues and take action to promote a positive team climate. Duties and responsibilities include supporting both administration and board activities.

This position plays a vital role in supporting the ACWS member shelters in different ways. As a member-based and member-focused organization, all employees are expected to assist members in some form. This support may involve answering phone calls and responding to email inquiries from the shelters. By providing timely and effective assistance we help ensure that the shelters can operate smoothly and provide essential services. Overall this role is crucial for maintaining strong communication and support within our network.

Administrative Support:

- Professionally handle incoming inquiries via telephone, e-mail, fax, mail and/or in person
- Manage and coordinate Executive Director and board schedules, appointments and travel arrangements
- Prepare and edit correspondence, speaking notes, communications, reports, newsletters, presentations and other documents for internal and external staff and committees, as required
- Update documents, policies, processes and procedures, as required
- Manage office operations: Oversee day-to-day office tasks such as office supply management and facilities maintenance.
- Schedule internal and external meetings and coordinate meeting materials, including agendas and logistics (event, catering, etc.)
- Attend meetings and functions, as requested
- Contribute, assist and participate in internal and external ACWS activities, events, and programs as required
- Clerical support: Photocopying, collating, data entry, letter writing, etc. as requested by the Executive Director

- Supports ACWS presentation and report preparation, ensuring the appropriate use of branding, templates and internal/external communications plan guidelines

Travel Coordination

- Makes travel arrangements for all ACWS staff and contractors, including hotel bookings, car rentals, bus reservations, etc.; cautiously stewards ACWS resources (both staff time and fiscal resources) to support efficient and reasonable approaches to travel coordination.
- Proactively problem-solves issues, such as weather-related booking revisions.
- Tracks and supports the needs of various staff members and contractors relating to travel.

Administrative Support: ACWS Board

- Work directly with the Executive Director on the development of Board related agendas, schedules and meetings (virtual and in person)
- Provide clerical support to the board, board committees and the business meeting portion of the AGM as assigned (e.g., document formatting/proofing, minutes, action items, scheduling, travel and meeting arrangements), under direction of the Manager, Finance, HR and IT or Executive Director
- Organization and preparation of Board meeting packages
- Record and distribute meeting minutes
- Organize Board retreats and orientations as required
- Record management of SharePoint sites and CRM related to the Board of Directors

Other Duties

As a member of the ACWS support team, this position will also provide:

- Answering the phone and greeting guests, as a front-line ambassador to the public
- Handling information requests and communications by telephone and email
- Handling media requests and communications by telephone and email
- Works collaboratively with other ACWS staff, including support roles, in ensuring overall cleanliness and functioning of the ACWS office.
- Backup to other support staff; this position will serve as a backup to other ACWS support roles as required

Qualifications

Qualifications for this position include:

- An Undergraduate Degree or Administrative Assistant Diploma / Certificate with a minimum of two years' experience in a professional environment (corporate or charitable organization). A combination of education and professional experience will be considered.
- 3-5 years general work experience in a fast-paced, growth-oriented organization
- Previous experience working in a non-for-profit environment considered an asset
- Previous experience working in a shelter environment considered an asset

Core Competencies

- Is comfortable communicating and working in collaboration with people with various backgrounds, experience, and skill sets
- Understanding of gender-based analysis and violence against women
- Competent with technology including online meeting formats and audio-visual equipment.
- Excellent computer skills (MS Office, Internet)
- Excellent organizational, communication and interpersonal skills
- Excellent writing skills, including proper spelling, grammar and punctuation
- Exhibits attention to detail and is committed to producing accurate and high-quality work
- Displays a high level of professionalism and ethical behavior
- Handle sensitive and confidential assignments with tact and diplomacy
- Ability to organize and prioritize work and meet deadlines
- Work well under pressure and time constraints
- Able to self-generate and work independently using initiative and good judgment to assess priorities
- Establish and maintain cooperative working relationships
- Ability to work efficiently as a part of a team as well as in a capacity to work in a self-directed manner with minimal supervision
- Positively contributes to the organizational well-being of ACWS

Working conditions

Work will include a combination of distanced, scheduled time in the office (2-3 days per week) and working remotely from home (2-3 days per week). Hours of work are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 am - 4:30 pm). ACWS offices are located in Edmonton, Alberta.

Work will also include supporting board meetings and other events outside of regular office hours as required.

ACWS is a public-facing organization and there is the potential to receive calls where individuals are in crisis or seeking support/resources. Comfort and competence in responding to these calls is required.

Physical requirements

This position requires spending significant periods of time working at a computer and talking on the telephone.

Direct reports

This position has no direct reports.