



United Way
Kingston, Frontenac
Lennox and Addington

The United Way of Kingston, Frontenac, Lennox and Addington is a local charitable foundation that builds and strengthens our community by bringing people and resources together to facilitate change.

We are looking for the following **full time position** to work in a fast paced, dynamic, growing environment. We offer competitive benefits, along with personal and professional development opportunities.

Position: Corporate Services Associate

The Corporate Services Associate provides admin support to the President & Chief Executive Officer (CEO). They assist with coordination and minute-taking for the United Way Kingston, Frontenac, Lennox & Addington Board of Directors meetings, support of Board and other committees, coordinating projects and initiatives as required.

The Corporate Services Associate plans and coordinates meetings, logistics, travel for the CEO and VP Corporate Services, providing support for key projects and events, prepares meeting packages, etc. They support the VP Corporate Services with support for Human Resources/Talent Management strategy, assisting with recruitment, onboarding, employee engagement, implementation of policies and procedures related to Talent Management and Corporate Services.

Education:

- Diploma from a recognized post-secondary institution in Administration, Human Resources, Business or equivalent education and experience

Experience:

- Minimum of **two** years' work experience with proven success in providing excellent **administrative support**, preferably in a not-for-profit environment
- Experience with taking minutes and managing schedules
- Knowledge and experience of human resources procedures, policies, legislation, and administration of these procedures and policies
- Experience and skills in managing scheduling with a busy calendar
- Must be well versed and very experienced in working with Outlook and Microsoft software (Word, Excel, Powerpoint)
- Experience with relationship management database
- Proficiency in French is an asset

Skills & Abilities:

- Very strong written, verbal, interpersonal and communication skills
- Proven time management skills and ability to effectively organize work in an environment with competing work duties
- Ability to work in a fast paced, complex and flexible office environment
- Non-traditional hours may occasionally be required
- Ability to receive direction and supervision and to pay attention to detail
- Access to adequate transportation is essential

If you would like to learn more about how you can be part of a professional, hard-working team that contributes to our community, please visit <https://www.unitedwaykfla.ca/about-us/career-opportunities/>

We thank all applicants, however, only those being interviewed will be contacted.

Please send resume and cover letter to: hrprojects@unitedwaykfla.ca (use CSA2020 in subject of email)

All applications are due by **4:00 PM on December 18, 2020** (or until filled).

The United Way of Kingston, Frontenac, Lennox and Addington is a proud Living Wage Employer.

Should you require accommodation to participate in the selection process please contact John DiPaolo, VP, Corporate Services jdipaolo@unitedwaykfla.ca.

The United Way of Kingston, Frontenac, Lennox and Addington is an equal opportunity employer, and we encourage qualified candidates from diverse backgrounds to apply to join our team.

We thank all applicants, however, only those being interviewed will be contacted.

United Way Kingston, Frontenac, Lennox & Addington
JOB DESCRIPTION

Job Title:	Corporate Services Associate		
Reporting to:	VP Corporate Services		
Job Classification	Level 2: Associate, Coordinator		
Department:	Corporate Services		
Creation Date:	April 2020	Revision Date:	October 2019, April 2020, November 2020

SUMMARY

The Corporate Services Associate provides admin support to the President & Chief Executive Officer (CEO). They assist with coordination and minute-taking for the United Way Kingston, Frontenac, Lennox & Addington Board of Directors meetings, support of Board and other committees, coordinating projects and initiatives as required.

The Corporate Services Associate plans and coordinates meetings, logistics, travel for the CEO and VP Corporate Services, providing support for key projects and events, prepares meeting packages, etc.

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DUTIES & RESPONSIBILITIES

Support to CEO (40%)

- Coordinates and manages the CEO's schedule and meetings
- Proactively ensures the CEO is prepared for all meetings
- Monitors, tracks and updates action items
- Designs, implements and ensures efficient filing and organizing systems
- Coordinates travel and logistics for CEO
- Provides research and logistical support to CEO as required
- Assists with meeting and event planning, preparation, administration and registration
- Prepares documents, correspondence and reports, seeking approvals and signatures as required
- Prepares presentations, meeting materials and packages
- Ensures CEO office and meeting spaces are organized and tidy
- Works closely with CEO on key campaign initiatives, including coordination and support of Campaign Chair meetings, and campaign committees as required

Support to Corporate Services (20%)

- Collects and distributes incoming mail and processes outgoing mail
- Provides logistical and administrative support to Corporate Services department
- Records Corporate Services Department notes, follow up items as required and circulates
- Works closely with the Vice President, Corporate Services and staff to ensure systems and processes are updated annually within established timeframes, developing efficient systems to minimize errors and ensure all team members are trained and in compliance with policy and procedure
- Works closely with VP Corporate Services and department staff on annual review of Shared Contacts and distribution groups, ensuring all departments follow processes, and that all contact information is accurate, synchronized with database

Support to Board of Directors, Campaign Chair, Committees, Projects (15%)

- Works with CEO and VP Corporate Services to support Board and Board committees, records and distributes minutes, prepare packages for meetings
- Takes minutes and notes at these meetings, and ensures approvals and distribution
- Supports Vice President, Corporate Services (VPCS) for Annual General Meeting and annual report preparation
- Supports Board committees, records and distributes minutes and prepares packages as required
- Coordinates projects as required

Support for Talent Management Strategy (15%)

- Supports the recruiting, onboarding, employee retention and engagement processes, working closely with VP Corporate Services
- Ensures job descriptions are reviewed annually and when roles change
- Conducts annual compliance acknowledgements as per policy and procedures
- Works closely with VP Corporate Services to ensure periodic performance evaluations are conducted, developing and tracking customized development plans
- Implements the Human Resources Policy, procedures and processes
- Implements the talent management strategy, tracking Key Performance Indicators and timelines
- Assists with scheduling of vacation and maintains updated and accurate vacation schedule in calendars

Other Duties (10%)

- Other duties or tasks may be assigned based on the business needs of the organization

EDUCATION AND EXPERIENCE

Education:

- Diploma from a recognized post-secondary institution in Administration, Human Resources, Business or equivalent education and experience

Experience:

- Minimum of two years' experience with proven success in providing excellent administrative support preferably in a not-for-profit environment
- Experience with taking minutes
- Knowledge and experience of basic human resources functions
- Experience with relationship management database, Outlook and Microsoft software
- Knowledge and experience of human resources procedures, policies, legislation, and administration of these procedures and policies
- Experience and skills in managing scheduling with a busy calendar
- Proficiency in French is an asset

Skills & Abilities:

- Sound computer skills including: spreadsheets, word processing, email / internet, database and / or fundraising software
- Very well-developed analytical and reasoning skills
- Ability to understand, express and apply concepts and instructions of a general nature as well as somewhat technical / scientific / administrative concepts, methods and procedures
- Very strong written, verbal, interpersonal and communication skills
- Proven time management skills and ability to effectively organize work in an environment with competing work duties
- Ability to work in a fast paced, complex and flexible office environment
- A committed team player who is also able to work in a self-directed manner
- Non-traditional hours may occasionally be required due to deadlines or other operational issues
- Access to adequate transportation is essential
- Ability to receive direction and supervision and pay attention to detail

COMPLEXITY OF DECISIONS

Typical decisions include setting own priorities, ensuring workload is balanced effectively and taking actions in an effort to coordinate requests made by external sources.

Judgement may require some interpretation of variables and the situation at hand to coordinate activities and meetings as well as to address internal inquiries.

Support and guidance for decision making is readily available.

MANAGEMENT / SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision:

- There are no direct reports for this position.

Indirect Supervision:

- There are no indirect reports for this position.

TYPE OF SUPERVISION REQUIRED / INDEPENDENCE OF ACTION

The Corporate Services Associate operates with some independence of action and works under general supervision. Methods and procedures are available however questions dealing with unusual matters are referred to supervisor(s).

CONSEQUENCE OF ERROR

Typical errors may result in strained relationships with various donors and volunteers, events or initiatives that are not implemented effectively, etc. These errors are most often detected before they are communicated externally and most often result in lost time.

More serious errors could result in adverse impacts on the UW KFLA's image and reputation.

CONFIDENTIALITY

The Corporate Services Associate is privy to some confidential information related to activities of the organization and impacts within the community. Disclosure could have a moderate impact externally.

CONTACTS

Internal:

- President & CEO, Vice President, Corporate Services
- Nature of the Contact – approvals, supporting initiatives, etc.
- United Way staff – supporting, coordinating

External:

- Donors, Volunteers, Vendors and Suppliers
- Board of Directors – notetaking, coordinating meetings
- Nature of the Contact – liaison, information sharing, inquiries, etc.

PHYSICAL EFFORT

- Majority of time is spent in a comfortable position with frequent opportunity to move about
- Infrequent need to move or lift articles

PHYSICAL SKILLS

- Regular need to give close attention, hearing or seeing, to what is happening
- Requires working at computer, keyboarding, etc. and various meetings, etc.

WORKING CONDITIONS

Physical:

- Located in a comfortable indoor area
- Any unpleasant conditions would be infrequent and very mild

Stress:

- Work and environment change very little over time
- Pronounced pressure from deadlines, production quotas, accuracy or similar demands
- Unpleasant social contacts and / or concern about unpleasant situations are probable

COMPETENCIES

The United Way Worldwide has developed an extensive Competency Model Framework. The Framework supports a common set of competencies to ensure that each United Way is able to attract, grow and retain the right people who have key competencies in areas that are fundamental to our mission and strategic direction.

Specific definitions, traits and behaviours are outlined the Framework titled: United Way Worldwide Competency Models. Those specific competencies that apply this this position are:

- Mission focused
- Relationship oriented
- Collaborator
- Results driven
- Brand steward
- Business Acumen & Strategic Direction
- Planning & Implementation / Execution
- Critical Thinking and Creative Problem Solving
- Effective & Engaging Communicator
- Embracing & Managing Change
- Entrepreneurial & Innovative