

**United Way KFL&A**  
**JOB DESCRIPTION**

<b>Job Title:</b>	Administrative Associate		
<b>Reporting to:</b>	President & Chief Executive Officer		
<b>Job Classification</b>	Level 2: Associate, Coordinator		
<b>Department:</b>	President & Chief Executive Officer		
<b>Creation Date:</b>	November 2017	<b>Revision Date:</b>	October 2019, April 2020 June2020

**SUMMARY**

The Administrative Associate provides support to the President & Chief Executive Officer (CEO), to the Local Advisory Boards, the United Way Board, Cabinet and various Committees.

On behalf of the CEO, the Administrative Associate plans and coordinates meetings, logistics, travel, provides support for key projects and events, prepares meeting packages, etc.

**DUTIES & RESPONSIBILITIES**

Support to CEO (60%)

- 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

Support to Board, Cabinet and Committees (20%)

- Works with CEO to support Board and Board committees, records and distributes minutes, prepare packages for meetings
- Supports Vice President, Corporate Services (VPCS) for Annual General Meeting and annual report preparation
- Supports CEO with related Board committees, records and distributes minutes and prepares packages as required
- Works closely with CEO on key campaign initiatives, including coordination and support

of Campaign Chair, and campaign committees as required

- Supports community initiatives. strategic initiatives as required

Other Duties (20%)

- Support to projects and initiatives as they arise
- 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, Social Services 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 Board Governance
- 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 Administrative 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 UWSEO's image and reputation.

**CONFIDENTIALITY**

The Administrative 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.

External:

- Donors, Volunteers, Vendors and Suppliers
- 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