

NIPISSING-PARRY SOUND
STUDENT TRANSPORTATION SERVICES

POSITION TITLE: Executive Assistant
IMMEDIATE SUPERVISOR: Chief Administrative Officer
DATE: June 2018

Job Description:

As the administrative support and Executive Assistant to the Chief Administrative Officer, this position is accountable for coordinating the activities of this office. This position performs a wide variety of administrative support services, ranging from complex to routine, all of which contribute to the efficient and professional operation of the Nipissing-Parry Sound Student Transportation Services. It is expected that the incumbent has a genuine appreciation for and understanding of protocol, discretion and professionalism, is able to accept and assume responsibility, and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization and its four member school boards; *the Near North District School Board, the Nipissing-Parry Sound Catholic District School Board, the conseil scolaire public de Nord-Est and the conseil scolaire catholique Franco-Nord*. In order to provide effective and efficient services it is expected that the incumbent be flexible in terms of hours of work and maintains confidentiality, diplomacy and tact at all times.

RELATIONSHIPS:

Reports to: Chief Administrative Officer
Subordinate Staff: None
Other internal contacts: All NPSSTS staff
External contacts: All individual and/or organizations contacting the NPSSTS – including, but not limited to: members of the Board of Directors; contracted operators; provincial and municipal officials; Government Ministry Offices; Chief Administrative Officer’s of other consortiums, and community members.

RESPONSIBILITIES/DUTIES:
Administrative Support (65%)

- Manages the Chief Administrative Officer’s calendar - prioritizing appointments and proactively resolve conflicts, which can include a recommendation to meet with other staff members.
- Proactively creates and maintains effective workflow and communications to accomplish the work of the NPSSTS office that includes the handling of a variety of projects and tasks simultaneously.
- Responds to phone, email and in person enquiries – providing general information and referring enquiries to appropriate sources based on a broad knowledge of the NPSSTS and its four member Boards’ priorities, procedures, protocols and personnel.

- Provides support to Committees that the Chief Administrative Officer may Chair by preparing and distributing minutes, preparing agenda packages, arranging meeting dates/times/rooms, contacting participants, and extensive follow-up on items as needed up to and including drafting annual reporting documents. Attends meetings, as required, to record minutes.
- Makes decisions within guidelines in the absence of the Chief Administrative Officer such as determining if an issue needs to be forwarded to a Board Member, needs to wait for the Chief Administrative Officer's return or can be dealt with by another staff member.
- Liaisons with the Board of Directors, staff, school boards, contracted operators, community members and government officials for information sharing and exchange purposes, complaint management and guidance as appropriate.
- Maintains confidentiality, tact and respect at all times.
- Prepares, gathers, and relays confidential information and material on a regular basis.
- Organizes special events as required by the NPSSTS office which includes invitations, facilities, catering arrangements, and verifying facility contracts.
- Coordinates the production of internal and external communications, publications and materials, in consultation with transportation stakeholders;
- Receives, screens, reviews and distributes incoming electronic correspondence and service requests;
- Liaises with parents, transportation service providers and school staff and responds to transportation requests, inquiries and complaints. Informs his/her immediate supervisor of any issues that may escalate or that may affect the safety of transported students;
- Supports NPSSTS staff in developing media strategy, drafting press releases, responding to media enquiries and building dialogue with journalists;
- Contributes to and as required leads the ongoing review and development of NPSSTS staff communications;
- Contributes to the flow of communication within the NPSSTS to facilitate the ease of access to information about student transportation policies, procedures and directives;
- Liaises with external advertising, design and printing contractors;
- Maintains records regarding vacation and leaves for NPSSTS staff.

Meeting and Travel Coordination (20%)

- Organizes and schedules meetings, including contacting participants, booking rooms, ordering refreshments, and arranging for parking as required for the NPSSTS office.
- Prepares the Chief Administrative Officer's calendar and a daily folder that contains the relevant and pertinent meeting material as identified by the Chief Administrative Officer, the Board of Directors and the incumbent's knowledge of the issues.
- Makes travel arrangements for the Chief Administrative Officer and other NPSSTS staff, as required, including booking flights, hotel accommodation, car rental, and providing directions.

Correspondence Management (10%)

- Reviews, actions and distributes all incoming correspondence for the NPSSTS office as well as manages all outgoing correspondence.
- Types, formats, copies, distributes files and retrieves correspondence, reports and documents of a routine or confidential nature for the NPSSTS Office.
- Prepares agenda packages and minutes for distribution.
- Maintains a comprehensive filing system for the NPSSTS office.

- Maintains the image of the NPSSTS by ensuring that all correspondence prepared for the Chief Administrative Officer's signature adheres to a consistent and professional standard as identified by the incumbent.

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Additional Duties (5%)

- Completes special projects as assigned by the Chief Administrative Officer.
- Performs other related duties as assigned.

QUALIFICATIONS (including previous work experience):

- Post secondary studies in office administration diploma (3 year program) or equivalent combination of education and experience.
- Minimum of five years relevant experience working in an administrative support role.
- Previous experience in providing service to the public in an executive office setting

SKILLS:

- Demonstrated tact, diplomacy, discretion and good judgement;
- Demonstrated project management and organizational skills;
- Demonstrated competence with MS Office and database applications.
- Experience preparing agendas, minutes, letters, and memos accurately and error free.
- High level of expertise in all areas of modern office practice and procedures.
- Ability to work independently;
- Ability to work effectively in teams;
- Ability to demonstrate effective communication skills and deal professionally and diplomatically with media, staff, parents, students, school personnel and the general public;
- Ability to prioritize work;
- Excellent communication skills in both French and English.

Core Performance Competencies:

- Building Rapport
- Client/Customer Awareness
- Interpersonal Relations
- Integrity
- Listening Skills
- Organizing/Planning Ability
- Personal Work Ethic
- Attention to Detail
- Computer Skills
- Flexibility/Adaptability
- Initiative/Self-starting
- Innovation/Creativity
- Problem Solving
- Tolerance of Stress

- Adheres to deadlines
- Ensures confidentiality, diplomacy and tact at all times
- Works well both independently and as a team member.