

YORK UNIVERSITY

Job Summary – CPM (Confidential, Professional and Managerial Employees)

Position Title: Executive Assistant
Reports To: Principal, Glendon College

Job Code: 950426
CPM Salary Grade: D
Faculty/Department: Glendon

I. JOB PURPOSE:

The Executive Assistant provides a high level of confidential executive support to the Principal and Glendon Executive Committee with the overall organizational goals and mandate of Glendon College. This position provides administrative, operational, and logistical assistance to the Office of the Principal to facilitate and further the Principal's work, agenda, and objectives in a broad range of academic and administrative areas.

Provides specialized, professional, and confidential executive support in French and English to the Principal and the Glendon Executive Committee and assumes overall responsibility for the day-to-day operations of the Principal's office. Ensures effective communication and liaison is maintained with the Faculty and on behalf of the Office of the Principal with various internal and external constituents. Develops practices and administrative protocols, monitors and evaluates their effectiveness related to the delivery of professional services.

.2. MAJOR DUTIES:

A) General Administration/Communication and Liaison

- a) Acts as the primary point of contact for the Principal and manages the flow of communication including producing a wide variety of correspondence in both English and French, reports, requests for information and other documents which may involve highly sensitive matters such as long-term planning through the Office of the Principal. Is responsible for assessment of priorities, need for further information and appropriate action in relation to such issues and communications. Brings urgent matters to the attention of the Principal or refers to Associate Principals, Executive Officer, Department Chairs/Directors or other Glendon managers as appropriate.
- b) Prepare and proofreads material in both French and English requiring the Principal's signature to ensure accuracy and compliance with departmental procedures and standards; corrects as needed or refers to appropriate individuals.
- c) Coordinates meetings for the Principal and members of the Executive Committee, attends meetings, takes, and summarizes minutes or other records, takes action, and provides contextual and other information as required.
- d) Solicits agenda items and formulates agendas. Meetings include highly sensitive matters relating to staff, faculty, collective agreement administration, contingency planning, financial, academic planning, government relations and related issues. Ensures strict confidentiality. Ensures all relevant briefing materials are prepared in a timely fashion for the Principal's meetings. Reviews documents sent to the Principal, drafts briefing notes and papers to summarize the Principal on salient components of these documents.
- e) Receives email, phone, and written communications, assessing the urgency of issues and bringing urgent matters to the attention of the Principal or referring to Associate Principals, Executive Officer, Department Chairs/Directors or other Glendon managers as appropriate.
- f) Manages Principal's high-volume email accounts, acknowledges receipt of emails, forwards to appropriate persons for action; maintains file of all email in accordance with Principal's protocol. Tracks actions for follow-up, ensuring completion of tasks.

- g) Reviews sensitive and confidential information sent to the Principal from a variety of sources including the President's Office, Vice-Presidents, Human Resources, and the Office of the Counsel to help prioritize and to assign work for completion/response/follow-up.
- h) Liaises regularly with the Faculty's academic units to prepare for and coordinate interactions between Principal or Associate Principals, Department Chairs/Directors, and academic appointees.
- i) Promotes cooperation and teamwork with the Faculty's academic units and with the many other areas of the University with which the Faculty interacts, through the coordination of shared communications and information.
- j) Ensures that high-quality, consultative, advisory, and informational services are provided to the Faculty's academic units. Is responsible for communication and liaison between the Office of the Principal and all the individual offices, both inside and outside the University with whom the Principal interacts.

B) External and Internal Relations Coordination

- a) Works with departments, divisions, provincial and federal agencies or ministries, francophone organizations and community groups. This may involve planning events, making travel arrangement, scheduling meetings with various individuals.
- b) Compiles and prepares reports.
- c) Participates in promotional activities advancing Glendon's mission and represents the Office of the Principal when required. Promotes the bilingual character of Glendon in all occasions. Such activities can take place on or off-campus, inside or outside the GTA.

C) Events/Project Coordination

- a) Supports the delivery of a diverse range of events for the Office of the Principal, which may include meetings, presentations, dinners, conferences, and symposia. Participants and guests may include organizations and individuals from within and outside the University. Liaises with President's Office on high-profile visitors ensuring compliance with appropriate protocols.
- b) Arranges travel and accommodation for guests attending special events.
- c) Arranges travel and accommodation, as necessary, for the Principal and members of the Executive Committee to attend conferences, events and off-campus meetings and functions.
- d) Coordinates designated projects undertaken by the Office of the Principal. Ensures that all the logistical details are organized. Uses project management principles to prepare detailed schedules and to identify critical dates and deadlines, ensuring that projects are managed on time.

D) Information/Records Management:

- a) Manages existing records systems to ensure it meets the needs of the Principal's Office. Review, identifies and implements necessary changes. Ensures that all correspondence logs are properly maintained, and Office of the Principal administrative staff members are trained in their use.

- b) Consults relevant internal databases to access and interpret data to be submitted to the Principal.
- c) Creates and maintains confidential files, remain current about established guidelines for responding to requests for information, and University procedures and practices related to record-keeping, confidential records, transitory records, common records retention and disposition.
- d) Maintains a system for the streamlining of information collecting, sharing and storage.

E) Office of the Principal Management

- a) Is responsible for the effective management of the Office of the Principal. This includes: ensuring proper maintenance and working order of equipment; implementing policies, procedures within the framework of the University’s guidelines; receiving and addressing problems as they arise (from staff and faculty) to determine the most appropriate course of action to achieve a positive resolution; ensuring payments of expenses for both units are processed (i.e. toner suppliers, kitchen supplies vendor, courier charges, equipment maintenance suppliers, etc.); overseeing the proper maintenance of the Office of the Principal filing system, with particular attention in regards to archiving and document management.

3. SUPERVISORY RESPONSIBILITIES:

This position does not have any people management responsibilities.

4. PERSONAL CONTACTS:

A. Contacts	Purpose
Office of the President	To provide and gather information in the preparation of policy documents. Arrange and schedule confidential discussions, etc.
Office of the Vice Presidents	To gather and provide information. To establish agenda items, prepare information packages.
Other York University Offices	To gather information, act as the Principal’s designate at meetings, prepare confidential documents, including policy briefs, Faculty reports, cooperation agreements, etc.
Division of Advancement	To coordinate scheduling of meetings/discussions between the Principal, Senior Development Officer,
Government Agencies	To solicit information on legislation and policies needed to draft new program initiative proposals.
Other Academic Institutions	To acquire information, maintain and build relationships, and act as the Principal’s representative.

Collaborative Partners/External Groups

To attends meetings with the Principal or the Principal's designate, to represent the Faculty, gather information, build relationships, foster public relations, take notes, draft responses and prepare reports.

5. DECISION MAKING:

The incumbent must be able to make sound and rational decisions to resolve issues or problems that arise within the Office of the Principal and/or consult with or refer to specific Department Heads or Managers as necessary. Must be cognizant of relevant University policies and procedures, government legislation and policies when addressing issues or problems. Discretion, judgment, tact, and diplomacy are essential. May take a leadership role in the planning, development and implementation of special projects initiated by the Office of the Principal.

6. DIRECTION RECEIVED:

Works under the general direction of the Principal and with independence of action within the duties and responsibilities outlined above.

7. FINANCIAL/BUDGETARY CONTROL:

A. Manages occasional project budgets within predefined limits.

B. **Payroll Budget**
Operating Budget \$95,000
Other Budgets

Other major accountabilities, e.g., information, materials, buildings, equipment, etc.

Responsible for all information and records management related to the Principal's office.

8. QUALIFICATIONS:

A. Educational Requirements:

Completion of a post-secondary education (preferably in Business), or equivalent combination of education and experience.

B. Experience Requirements:

Minimum of 5 years' related experience providing a full range of executive support to a senior leader or administrator in a complex institutional environment handling highly sensitive issues in a proficient and professional manner; previous exposure to decision-making processes, policy development and project management, preferably in a university environment. Experience with setting strategic objectives and alignment to overarching institutional goals. Experience in an advisory capacity requiring political astuteness and demonstrated competency in working effectively with a broad range of constituencies and their influence. Keen sense of judgement and agility in sound decision-making.

This position requires the candidate to produce a verification of degree(s), credentials(s), or equivalencies from accredited institutions and/or international equivalents at the time of interview.

C. Skills (Specialized knowledge):

Well-developed analytical, interpretive, and evaluative skills in aid of administrative decision-making. Demonstrated competence in working effectively with a broad range of contacts. Excellent

oral, comprehension and written communication skills in both French and English required. Ability to produce clear and concise documentation and reports. Excellent proof-reading skills. Scrupulous attention to detail. Superior discretion, judgment, tact, diplomacy, creativity, and initiative. Strong interpersonal skills. Excellent organizational, planning and project management skills. Ability to work independently, as well as within a team environment. Ability to effectively meet numerous competing demands in a highly complex environment and work effectively under pressure. Ability to meet short/long-term deadlines. Ability to maintain confidentiality.

Experience and proficiency with relevant computer applications including Microsoft Office Experience and proficiency with database research (Statistics Canada, etc.). Ability to adapt to change and learn new applications.

Understanding of and belief in the mission of higher education, research and scholarship.

9. THE WORK ENVIRONMENT AND THE PHYSICAL/SENSORY DEMANDS:

Office environment. High pressure of volume with numerous and competing time demands. Handling of time-sensitive, confidential material.