

York University

Job Posting — Confidential, Professional & Managerial Employees (CPM)

Job Title: Executive Assistant	Job Code: 955704
Reports To: Dean, Schulich School of Business	Salary Grade: D
Faculty / Dept.: SSB / Office of the Dean	

Job Overview

Consistently ranked in the top tier of the world's best business schools and #1 in Canada, the Schulich School of Business is known for its global reach, innovative programming and the diversity of its student body, faculty, and staff. Schulich enrolls approximately 3,000 students annually in undergraduate, graduate, and postgraduate business. Located in Toronto, Canada, the School's multimillion-dollar, award-winning complex is on York University's main campus. Schulich's downtown Miles S. Nadal Management Centre is situated in the heart of the city's financial district.

The Office of the Dean and the Office of Executive Officer, Schulich School of Business, builds long-term and highly engaged relationships with stakeholders including alumni, corporations, foundations, students, and faculty that advance the school's strategic priorities. Providing efficient, professional and confidential executive support to the Office of the Dean and Office of the Executive Officer, the Executive Assistant will work closely with both the Dean and Executive Officer. Working in a world-class business school environment, the Executive Assistant is required to maintain a level of professional decorum aligned with Schulich's culture of excellence.

The Executive Assistant provides efficient, professional and confidential executive support, typically reporting into a Dean's or Assistant VP's office. Duties are broad, varied and often of a confidential nature. Daily activities involve interaction with students, staff, faculty and high-level internal and external contacts and exposure to sensitive information requiring considerable use of initiative, tact, diplomacy, discretion, and excellent judgement. The Executive Assistant assesses the importance and urgency of issues or problems that arise, addresses issues, or alerts relevant leadership of potential problems or conflicts. The Executive Assistant maintains a commitment to supporting sustainability, equity, diversity and inclusion at York University.

Key Responsibilities

- Prepares and manages flow of communication:
 - Manages email, phone and written communications
 - Continually monitors the Dean's correspondence including responding on behalf of the Dean when appropriate
 - Produces correspondence, reports, requests for information, and highly sensitive documents
 - Proofreads materials to ensure adherence to unit procedures and standards

- Manages the calendar(s), and schedules meetings, appointments, travel and special functions, ensuring calendar remains conflict-free
- Prepares briefing materials for meetings/events
- Attends meetings, produces meeting minutes, and formulates meeting agendas
- Ensures confidentiality of all documents and information managed/communicated.
- Organizes and coordinates events, including meetings, presentations, dinners, conferences and symposia.
- Coordinates logistics and scheduling details of events, such as venue booking and management, RSVP lists, travel and accommodation arrangements, vendor negotiation, facility and security arrangements, and staffing.
- Reviews executive correspondence prior to obtaining the relevant leadership's signature to ensure proper composition and presentation, accurate articulation of information, and adherence to applicable legal, collective agreement and internal or external requirements.
- Maintains the e-records system, including hard copy and electronic files/directories.
- Ensures efficient operation of the unit, including monitoring unit performance against strategic objectives, producing information for continual improvement of the unit (e.g., work-flow, processes, technology and competitiveness), and coordinating quality management in executive correspondence across junior and senior staff.
- Proactively addresses operational issues, minimizing impact on clients and on service, and ensuring that unit deadlines are met.
- Supervises administrative staff supporting senior leaders and evaluates staff resources (i.e., identifying staffing needs, providing proposals for resource changes).
- Coordinates and trains staff on unit procedures/protocols, defines responsibilities, sets performance expectations, delegates work, and evaluates performance.
- Responds to staff inquiries and requests and addresses staff issues and workplace incidents in accordance with employment legislation.

Required Qualifications

Education, Training & Credentials

- Post-secondary diploma in a relevant field.
Note: Position requires verification of degree(s)/credential(s).

Experience

- Minimum 4 years of related experience providing executive support.

Knowledge

- Knowledge of general office procedures and practices.
- Working knowledge of managing in a unionized environment and applying a collective agreement.

Skills

- Proficient with Microsoft Office applications, including Word, Excel, Power Point, and Outlook.
- Good planning and organizational skills with ability to prioritize workload and meet timelines.
- Good problem identification and conflict resolution skills.
- Good written and oral communication skills.
- Skilled in proofreading, editing, and maintaining attention to detail.
- Ability to provide excellent service to the community and deal courteously and effectively with people at all levels.
- Demonstrated tact and diplomacy in responding to emotional or demanding individuals.

Summary of Work Environment

- Works within a typical office environment (actual and/or virtual).
- May be required to work extended hours as a result of deadlines, unpredictability of priorities, and international relationships across world time zones.
- Attendance may be required evenings or weekends to support the School's events and activities