

Executive Assistant to the CEO

LOCATION: To be determined within GTA

POSITION TYPE: Full-time Regular (37.5 hours/week)

POSTING CLOSING DATE: October 23, 2020



In April 2020 Adventure Place, The Etobicoke Children's Centre, Griffin Centre and Skylark Children Youth & Families amalgamated to form Lumenus Community Services. The vision of Lumenus is to provide excellent, accessible and integrated mental health, developmental and community services where every client has the opportunity **to be seen, be heard and to be well.**

Lumenus Community Services has an exciting opportunity for an Executive Assistant who will leverage their experience and professional skills to deliver the highest level of executive support to a busy and highly engaged CEO and Board.

KEY RESPONSIBILITIES:

Administration and Communication Support

- Responsible for being a client and service centric leader with respect to the mission, vision, values and beliefs of Senior Management Team
- Successfully completing deliverables with a hands-on approach including but not limited to:
 - drafting correspondence
 - undertaking research, critically analyzing information and making recommendations based on CEO's objectives
 - other tasks that facilitate the CEO's ability to effectively lead the organization
- Building relationships crucial to the success of the CEO which may include managing people
- Managing a variety of special projects
- Planning and managing the flow of information internally and with external partners
- Prioritizing conflicting requests and needs, handling matters expeditiously, proactively, and following-through on projects to successful completion, often with deadline pressure
- Providing both "gatekeeper" and "gateway" functions, creating win-win situations for direct access to the CEO's time and office.
- Managing access to CEO's time and office as needed including screening requests to speak with CEO from external vendors.
- Providing a bridge for smooth communication and information between the CEO and others within the organization, demonstrating leadership to maintain credibility, trust and support with senior leadership staff
- Working closely and effectively with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately
- Communicating directly and on behalf of the CEO with board members, stakeholders, government officials and others, on matters related to the CEO's initiatives



CEO Meeting Support

- Managing an extremely active calendar of appointments, optimizing the CEO's schedule
- Preparing agenda support, compiling documents for meetings, attend meetings when possible, take minutes, including "to do items"
- Participating as an adjunct member of the Senior Leadership Team including assisting in scheduling meetings, organizing material for CEO, attending all meetings and keeping action items

Board

- Provides input and/or guidance on best practice related to board governance
- Working with the CEO and Senior Leaders on any documentation required for Committee and/or Board meetings
- Maintaining discretion and confidentiality in relationships with all board members
- Adhering to compliance and the rules of engagement with respect to board committee matters, including advance distribution of materials before meetings in electronic/paper format
- Acting as Secretary to Board meetings; recording decisions, record action items needed by CEO or Directors
- Facilitating cross-divisional coordination of work and outreach plans needed by Board

EXPERIENCE/KNOWLEDGE:

- Diploma in Business Administration or the equivalent in experience and professional training
- Minimum 7 years of experience in a fast-paced, complex environment with multiple sub committees of the Board of Directors, and a large executive team
- Knowledge of Board governance and legal requirements
- Demonstrated experience working in client centric environment
- Intermediate to advance level proficiency using Apple devices and the full suite of Microsoft Office applications (particularly Office 365, Word, Excel and PowerPoint; and social media platforms)
- Broad knowledge of the not-for-profit organization preferred

COMPETENCIES:

- Ability to take initiative, think about what is needed before it is and act,
- Gravitas and emotional intelligence required to represent the Board and CEO
- Highly detail oriented with strong time management and organizational skills, able to triage work from multiple sources to discern order of priority
- Excellent writing skills, including proper spelling, grammar and punctuation and the ability to write and format moderately complex correspondence
- Considerable judgment, tact and discretion in preparing, disclosing and handling information of a confidential and sensitive nature
- Excellent analytical and problem-solving skills with demonstrated attention to detail, accuracy and problem solving
- Ability to work in a dynamic, fast-paced environment and deal calmly and effectively with change and ambiguity
- Ability to read complex situations, relationships and see around the corners



- Strong interpersonal and relationship management skills coupled with a 'can do' attitude to provide the highest level of customer service
- Commitment to diversity and inclusive excellence within the workplace
- Highly resourceful team-player with the ability to be extremely effective independently
- Innovative and continuously works towards streamlining, identifying and implementing processes
- Demonstrated ability to leverage emerging and new technology to improve efficiency and communications

TO APPLY: Interested applicants are invited to submit both their cover letter and resume in only PDF or Microsoft word format to Lydia Sai-Chew at resume@lumenus.ca on or before October 23, 2020.

Please quote: Executive Assistant in the subject line. Please refrain from pasting the cover letter to the body of the email.

Lumenus Community Services is committed to diversity, equity and inclusion. We value a recruitment and selection process that is inclusive and barrier-free and we encourage applications from **all** individuals including, but not limited to, all cultures, religions, racialized communities, abilities, sexual orientations, and gender identities and expressions.

We ask applicants to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner

