



## Executive Assistant

**Reports to:** Executive Director  
**Hours:** As per the Offer of Employment  
**Salary:** \$27.08 - \$28.75 per hour

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North Island Employment is currently accepting applications for a full-time, in-office Executive Assistant working in our Campbell River office but providing service to our Port Hardy office as well. This is an excellent opportunity to work in an exciting, client-centered career with an award winning organization! As a diverse and inclusive employer we are always open to hearing from anyone interested in the great work we do with our clients, employers and the community!

### Who we are...

**Connecting people with work since 1986.** With 37 years in business, North Island Employment is a cornerstone in communities building extensive partnerships with businesses, other organizations, communities and individuals in Campbell River and across Vancouver Island North. These partnerships are integral to our ability to assist people to build self-sufficiency through active and sustainable participation in the labour market and assist employers to hire the right people, with the right skills at the right time contributing to a strong, resilient and healthy community.

As an award winning organization, North Island Employment is a respected leader in workforce development and has been the recipient of numerous nominations and awards that include Business of the Year and Diversity Leadership by the Campbell River Chamber of Commerce; twice being recognized as Career Development Organization of the Year by the BC Career Development Association; and Employment Organization of the Year by the Association of Service Providers for Employability and Career Training.

Our culture is one of personal and professional excellence, mutual respect, collaboration and commitment to people and community. In addition competitive wages, extended health and dental, health and sick days, RSP matching, and 3 weeks' vacation to start, are part of the total compensation package for eligible staff.

### Why Campbell River...

Voted one of the Best Cities for Work in B.C. by BC Business magazine in 2018 and surrounded by majestic mountains and spectacular views of Discovery Passage, Campbell River offers a rare combination of a welcoming small town feel with large city amenities. From summer markets and events in Spirit Square to a very active arts and culture community to year-round world class recreational opportunities and affordable housing options, Campbell River is unparalleled.

If you are looking for a change in lifestyle then Campbell River and the North Island won't disappoint!

Check out all the great things Campbell River has to offer by visiting:

<http://www.campbellriver.ca/discover-campbell-river> or <https://www.campbellriver.travel/>

### **Who you are...**

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of people and personalities (staff, clients, community, vendors).
- You don't quit until the job is done even if that means working outside of regular hours on occasion.
- You love the details and aren't afraid to ask questions.
- You are highly organized and have the ability to consistently manage your time and never miss a deadline.
- You keep your working space tidy and professional.
- You love to learn new technologies, programs, policies and ways of doing.
- Ability to adapt and thrive in an environment where change is the norm.
- You are a process thinker who is always looking for better ways of doing things but communicate your ideas in a respectful manner which means you rarely get flustered.
- You appreciate the ability to work with minimal direction and supervision and are highly skilled at anticipating the needs of the organization and senior management team without prompting.
- Your sense of humor and collaborative approach to the team you work with make people want to work with you.

### **The Role...**

The Executive Assistant position reports to the Executive Director but supports the entire Management team. This position is the first point of contact and assists with the coordination of the day to day office operations and logistics for both Campbell River and Port Hardy offices. This position consists of coordinating two key areas of operation: building access and vendor relations (as the point of contact for our building maintenance contractor Pacific Quorum); working closely with the Executive Director and the Management team with preparation of documents and scheduling; and with the Executive Director with overall coordination of documents and meetings of NIEFS Board of Directors.

This position requires a demonstrated ability to ensure information is kept confidential at all times. In addition, given this role works across the organization the ability to be diplomatic and work with a diverse staff in a professional manner through respectful communication is absolutely essential.

### **Key Duties and Responsibilities:**

#### *Board of Directors & Community Partnerships*

- Work closely with the Executive Director on coordinating the confidential activities of the Board of Directors including: document preparation (i.e. agendas; meeting minutes; manuals; board packages etc.);
- Coordinating Board of Director events including: annual socials; retreats; and regular and executive board meetings. This includes renting space, organizing catering, creating agenda packages etc;
- Disseminating approved information and receiving communications from the Board on behalf of the Executive Director;
- Work closely with the Management Team in scheduling and preparation of community based partnership meetings and events (i.e. room booking and set up; arranging food/drinks; greeting and directing guests etc.);
- Perform other related duties as required.

#### *Scheduling & Coordination*

- Working closely with the Management Team and Client Services Coordinators on scheduling for the following: staff; rooms (i.e. sub-contractors; client training bookings; community room rentals/usage; Board meetings; etc.); parking etc.;
- Coordinate all approved travel, conference and event reservations;

- Collaborating on the coordination of office events (i.e. staff meetings; holiday parties; etc.);
- Development of standardized office documents; manuals; and training materials;
- Organize and manage the N: Drive (our internal cloud based document file system) to eliminate duplication and removal of out of date documents in collaboration with the Management Team;
- Organize and manage the client file room and the staff file room (i.e. labeling; incoming faxes etc.);
- Maintaining office inventory and ordering supplies in a fiscally responsible manner (i.e. paper, pens, bathroom supplies etc.).

#### *File Maintenance, Building Access and Human Resource Support*

- Maintain human resource files and ensure they are always up to date;
- Work with the Management Team to update job descriptions, job postings and HR Handbook on an as needed basis;
- Post job postings and track applicants for open positions and schedule interviews for shortlisted candidates;
- Collate all new hire packages for onboarding of new staff;
- Manage the overall access to the building including: keys; alarm codes; parking access etc. tracking new employees; departing employees; and contractors;
- Development of standardized building use and access documents with a focus on safety and security for all users;
- Coordinate and organize office phone systems including: acting as the main point of contact for external service providers (i.e. Quinsam Communications); new user extensions; office moves/changes; voicemail etc. and take the initiative to suggest new systems.

#### **Key Competencies:**

- **Values.** Behaves consistently with clear personal values that complement NIEFS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices and professional behavior. Builds a respectful and client-centered workplace committed to maintaining privacy and confidentiality.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting ever-changing demands of clients, funders, employers, and other community stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership and initiative. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement in a highly complex environment.
- **Engagement.** Shows passion for the job and the mission of North Island Employment.
- **Effective Communication.** Fosters open communication, actively listens to others, speaks effectively and respectfully, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows policy, directions and procedures and ensures deliverables are met on time and according to agreed standards.

#### **Qualifications – Knowledge, Education and Experience**

- Minimum education required is a diploma in Office and/or Business Management or equivalent.
- Education and/or experience in human resources an asset.
- 3 years' experience working as an Executive Assistant or Senior Administrative Assistant in a for-profit, community or social service organization with a diverse staff and clients.
- Extremely comfortable learning and using a range of technologies and experience working with scheduling, case management database software and MS Office (including advanced knowledge of Excel).
- Demonstrated commitment to exceptional customer service and resolving issues both in person and in a virtual service delivery environment.

- Valid driver's license and access to a vehicle.
- Availability to work varied work hours including evenings and weekends on occasion.
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved.

**How to apply...**

Please submit a resume and cover letter detailing how you meet the requirements of this position and why you want to join the award winning team at North Island Employment!

Applications will be accepted on an ongoing basis until the position is filled and for consideration for future openings.

Please address all applications to:

North Island Employment  
Shannon Baikie, Executive Director  
920 Alder Street, Campbell River, BC V9W 2P8  
Fax: 250.286.3447  
Email: [recruiting@niefs.net](mailto:recruiting@niefs.net)