

Job Description
Executive Assistant to Chief Executive Officer

HiFlex Physio

General

Under direction, perform administrative duties requiring initiative, independence, and confidentiality in more than one of the areas of office management, fiscal management, customer relations or other specialised services and perform related work as required.

Scope

The Executive Assistant coordinates component administrative tasks of a highly complex nature; provides administrative and clerical support to assigned supervisor(s); initiates and recommends changes in procedures as required; provides technical assistance to others; and manages complex projects as assigned.

Key Duties and Responsibilities

1. Coordinates complex administrative tasks within assigned component; initiates changes in procedures as needed.

2. Interprets and explains organisation policies and procedures.

3. Composes and keyboards documents, reports, correspondence, memos, forms, agendas, evaluations, meeting minutes, directories, and tables; proofreads documents for accuracy, completeness, and conformity to established formats; creates complex original draft correspondence; designs and creates brochures, forms, flyers and other marketing and information materials.

4. Coordinates activities for a variety of meetings, conferences, committees, and special projects; attends meetings, takes notes and prepares minutes. Assists in compiling, developing and maintaining budgets; monitors executive team budgets.

5. Develops and maintains complex spreadsheets and databases.

6. Maintains various statistical records for assigned component; maintains complex general and confidential files.

7. May design, develop, modify and update a website; coordinates with General Manager Human Resources to implement a web site.

8. Initiates, processes and tracks schedule changes; troubleshoots and resolves scheduling problems.

9. Provides detailed administrative and clerical support for CEO.

10. Works closely with executive team and staff to implement goals and objectives of HiFlex Physio, resolves conflicts and ensures efficient operation of Head Office.

Key Performance Indicators

- Perform difficult, complex and detailed clerical and administrative work with accuracy and speed;
- Type or keyboard 60 words per minute;
- Take and transcribe minutes/memos with speed and accuracy;
- Analyse situations accurately and take appropriate action;
- Identify problems and recommend solutions;
- Compose correspondence and accurate reports with little guidance and direction;
- Communicate effectively in English;
- Follow and give oral and written directions;
- Perform mathematic calculations with accuracy;
- Develop and maintain statistical records;
- Work independently with a minimum of supervision;
- Interpret, apply and initiate HiFlex Physio policies and procedures;
- Maintain cooperative working relationships;
- Interact with the public in a helpful, courteous and friendly manner;
- Demonstrate sensitivity to, and respect for, a diverse population.

Knowledge Of:

- Modern office methods and practices including filing, proofreading, formatting, report writing and basic bookkeeping and fiscal management;
- Proper English usage, spelling, vocabulary, and grammar;
- Operation of personal computer software programs including word processing and spreadsheet tools;
- Other standard office equipment;
- Proper reception and telephone etiquette.

Minimum Qualifications

Education

- Advanced qualifications/degree in communication, office management.

Experience

- Five years of increasingly responsible secretarial or administrative assistant experience;
- Demonstrated experience working with minimal supervision or direction.
- Expertise in numerous software programs such as Microsoft Outlook, Microsoft Word, Excel, PowerPoint, a desktop publishing program, an Internet navigation program and a Web publishing program.