

**LEGAL SERVICES SOCIETY
EXEMPT POSTING**

TO: LSS STAFF

FROM: HUMAN RESOURCES DEPARTMENT

POSITION: EXECUTIVE ASSISTANT, EXECUTIVE OFFICE – VANCOUVER
ONE REGULAR FULL-TIME POSITION

COMPETITION NO: E009-19

DATE POSTED: APRIL 23, 2019

CLOSING DATE: MAY 9, 2019

STARTING DATE: ASAP

SALARY: As per the Excluded Administrative Salary

ROLE OVERVIEW:

Reporting to the Corporate Secretary/Manager, Executive Office, the Executive Assistant is responsible for providing confidential secretarial services and administrative support to the Chief Executive Officer (CEO) and Corporate Secretary of the Legal Services Society. The position plays an important role in providing corporate secretariat services to the Executive Management Committee including submissions and reports from senior LSS executives. The position is responsible for preparing meeting packages for board and committee meetings and stakeholder meetings under the guidance of the Corporate Secretary. The Executive Assistant regularly conducts research and prepare responses for the CEO and Corporate Secretary. The position prepares correspondence, reports and other materials containing highly sensitive or confidential information. The position liaises with vice presidents, managers and support staff on behalf of the Executive Office. The Executive Assistant maintains and updates records and filing systems; establishes work priorities and responds to urgent requests; prepares meeting agendas and takes minutes as required, manages email, screens telephone calls and arranges appointments. The position is the first line of contact for callers, including officials from government, and regularly communicates on behalf of the CEO, with the Office of the Chief Judge, Chief Justices and other members of the Judiciary, the Canadian Bar Association, the Law Society, the Tariff Bar, other agencies, client groups and other stakeholders.

The following job duties are illustrative examples, and shall not be construed as an exhaustive description of all the work requirements that may be inherent in the job.

KEY ACCOUNTABILITIES:

1. Provides confidential secretarial services and senior administrative support to the CEO and Corporate Secretary.
2. Coordinates the activities of the Executive Management Committee including scheduling meetings, preparing agendas, preparing minutes, following up on and tracking action items, and maintaining the record of minutes and decisions taken both electronically and on the Intranet.
3. Maintains contacts with a broad and extensive network of key LSS stakeholders including senior officials from government, the Judiciary, the Canadian Bar Association, the Law Society, the Tariff Bar, other agencies, client groups and national and international access to justice agencies who require access to the CEO, Board Chair, or Corporate Secretary.
4. Prepares correspondence, reports and other materials containing highly sensitive or confidential information for the CEO, and the Corporate Secretary.
5. Schedules regular one-on-one updates with the CEO's direct reports and any other requests for updates and meetings with the CEO as requested. Arranges distribution of materials from the CEO's office to appropriate vice presidents and staff.
6. Screens the CEO's correspondence, Emails and calls, independently researches responses and follows up with appropriate officials within or outside the Society.
7. Ensures the smooth and efficient operation of the Executive Office by implementing and maintaining appropriate systems and procedures. Maintains a record system that ensures availability of policies, particularly with regard to decisions taken by the Executive Management Committee, rules and guidelines pertaining to the Chief Executive Officer and Executive Office policies.
8. Provides general administrative services such as maintenance of complex and confidential records and filing systems. Reviews, develops, recommends, implements and ensures consistency with the Society's established administrative work methods, systems and standards.
9. Coordinates appointments and meetings arrangements; books meeting rooms and arranges for required equipment and catering for meetings on behalf of the CEO, Corporate Secretary, the Board Chair, Board and senior management. Ensures that meeting materials are accessible to all those involved.

10. Organizes travel arrangements including international travel for the CEO, Board Chair, board members and senior management. This includes preparation of complex travel itineraries and meeting packages.
11. Reconciles corporate credit card expenses, maintains inventory of corporate and conference supplies including ordering of these supplies. Processes invoices for goods and services provided to the Executive Office and the Board.
12. Provides administrative support to the Chair of the Board and Board of Directors as needed.
13. As a Senior EA, is responsible for sharing best administrative practices with the internal EA group.
14. Performs other related duties as required.

QUALIFICATIONS:

Education and Experience

- High School graduation supplemented by commercial or business school training plus five years of sound administrative and secretarial experience; OR an equivalent combination of education and experience.
- Knowledge of Board protocol, procedures and policies including confidentiality provisions.
- Working knowledge of LSS operations, programs and services. Familiarity with Executive Office functions and common practices.
- Working knowledge of the justice system and protocols when communicating with the Judiciary.
- Ability to prepare reports and take accurate minutes in accordance with established standards.
- Strong research skills.
- Strong administrative skills, advanced word processing skills, advanced software knowledge including spreadsheets, databases and graphic programs, and excellent grammar and composition skills including:
 - Web posting experience particularly SharePoint.
 - Proficiency in all Microsoft programs particularly Word (Advanced level); Excel (Intermediate level); Outlook (Advanced level) and PowerPoint (Intermediate level).

Technical Competencies

- Excellent interpersonal skills, with the ability to foster effective working relationships with vice presidents, senior managers, peers, and relevant external contacts.
- Ability to respond to difficult complainants in a calming and respectful way.
- Excellent problem solving skills.
- Ability to deal tactfully with sensitive and confidential information.
- Ability to work independently with little supervision, and to function under pressure in an open plan office environment with regular interruptions.
- Ability to meet multiple service demands simultaneously.
- Ability to prioritize and discern urgent tasks that need the CEO attention and ability to be flexible, to balance changing priorities and to respond effectively to urgent requests.

This competition requires the candidate to complete the following tests:

- **MS Office (Outlook, Word, Excel, PowerPoint)**

We offer (based on your employment status and affiliation):

- A competitive salary
- Four weeks paid vacation to start that grows the longer you're with LSS
- An excellent employee benefits package, where premiums are 100% paid by LSS
- Support for training and development
- Pension plan
- An employee and family assistance counseling program
- The opportunity to participate in various Employee programs (Employee Wellness, etc.)
- Generous leave provisions (sick time, special leaves)
- 13 paid statutory holidays

Interested candidates should submit a covering letter, together with a résumé, outlining how their qualifications meet the above position requirements, to:

LEGAL SERVICES SOCIETY
Human Resources Department
Competition no: E009-19
400- 510 Burrard Street
Vancouver, BC V6C 3A8
E-mail address: resumes@lss.bc.ca

VISIT OUR WEBSITE AT www.legalaid.bc.ca

Please indicate **competition #**, **position title**, and whether you are an **internal or external** applicant in the posting in the email **subject line**.

We would like to thank all external applicants for their interest but regret that only those shortlisted will be contacted. The Legal Services Society is committed to building a skilled, diverse workforce reflective of Canadian Society. We are committed to employment equity and encourage applications from indigenous people, visible minorities, women and persons with disabilities.