



Manager, Executive Administration

Community Living Ontario is a not-for-profit, provincial confederation, which advocates for, promotes and facilitates the full participation, inclusion and citizenship of people who have an intellectual disability. We are a progressive leader in the developmental services sector, representing approximately 80,000 individuals and families, through over 100 member organizations.

About the Role:

Reporting directly to the Chief Executive Officer (CEO), the Manager, Executive Administration will act as a pivotal resource providing support in a wide range of administrative duties to the CEO and our Directors, supporting their roles and responsibilities. The role also has responsibility for managing the day-to-day administrative requirements of the organization. This position requires a high degree of discretion, confidentiality, and tact in all forms of communication. The Manager, Executive Administration's responsibilities are an extension of the work of the CEO and can respond with the CEO's authority as delegated. Therefore, the Manager, Executive Administration must always represent themselves in a highly professional manner.

The Manager, Executive Administration will respect and uphold the Values, Vision and Mission of Community Living Ontario (CLO), demonstrating the highest standards of courtesy and respect in their dealings with other staff as well as both internal and external stakeholders.

Primary Duties and Responsibilities:

Senior Leadership Team and Organizational Support:

- Support the CEO through feedback, collaboration, advice, and ideas on topics that influence CLO's organizational culture. This is done through prioritizing for the CEO, shaping key messages, and organizing details which contribute to departmental and overall organizational success.
- Take a strategic approach to ensure effective management of the CEO's time through scheduling, delegation and resolving concerns without involving the CEO.
- Prioritize phone calls, emails, staff concerns, and requests for meetings with the CEO, then communicate on behalf of the CEO by providing the initial responses to many of these concerns or by delegating tasks to other Managers and following up with them.
- Draft written communication for the Executive Office including organizational memos, thank you/information letters, stakeholder and/or staff concerns, promoting key organizational messaging.
- Highlight for the CEO, areas of potential concern and be proactive by anticipating employee/management reaction to decisions or situations.
- Research, summarize and organize communication/data/and information for the CEO.

- Keep CEO informed and prepared for upcoming meetings and deadlines and follow up on action items.
- Prioritize and coordinate meetings, both internal and external; arrange non-Board meeting sites and catering as required; Coordinate conference calls and web-based meetings.
- Make travel arrangements for the CEO, as well as provide logistical support.
- Attend some internal and external meetings and conferences as directed by the CEO, to provide executive and administration support.
- Establish and maintain an excellent rapport with employees as a representative of the CEO.
- Bring forward articles of interest to the CEO and Senior Leaders of the organization.
- Collaborate as a member of the Management Team, acting as a resource, contributing to the effectiveness of the team and providing feedback and ideas for problem solving, as well as overseeing administrative support including the preparation of agendas, meeting packages and meeting minutes.
- Collaborate with the Marketing and Communications Department to review communication as requested, ensuring messages are consistent and support the organization's Values, Principles, Vision and Mission.
- Generate, edit and present reports as required, which may require collaborative efforts with both internal and external stakeholders.
- Anticipate emergent issues and advise on possible actions and impact.
- Develop and maintain positive, collaborative relationships with all internal and external stakeholders.
- Take the lead on projects connected to the Executive Office, as directed by the CEO.
- Responsible for the management of CLO's administrative requirements and office procedures: managing the workflow, hiring, supervising, training, and overseeing the work of administrative staff.

Qualifications:

Education

- University Degree in Business Administration, Economics, Commerce, or a related field.
- A minimum 5 years of administrative experience, including a minimum of 3 years of supervisory experience.

Knowledge, skills and abilities:

- Strategic thinker.
- Detail oriented.
- A demonstrated passion for social justice and human rights.
- Proficient in all widely used office/administrative/database programs and equipment.
- Excellent written and verbal communication skills.
- Ability to analyze and prioritize work activities.
- Excellent interpersonal and organizational skills.
- Creative problem solver.
- Excellent judgement and decision-making abilities.
- Able to manage people and change.

Working Conditions/Location:

- Flexible work environment including Toronto CLO office and home office

Duration:

- Full-time permanent, 37.5 hours per week

Community Living Ontario is an equal opportunity employer and is strongly committed to diversity and inclusion. Applications from all qualified candidates are welcome. Applications are strongly encouraged from people with disabilities, racialized people, indigenous people, and people from the 2SLGBTQ+ community. If you require any form of accommodation connected to this application, please let us know.

The application deadline is October 8, 2021. Qualified applicants are invited to send a cover letter and resume to hr@communitylivingontario.ca

We thank all who apply, however, only those candidates selected for an interview will be contacted.