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Job Description Executive Assistant

Roots Community Services Inc. (RootsCS) is a multi-service charitable organization that provides culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities.

The Position

The Executive Assistant (EA) will provide a high level of confidential administrative, operational and day-to-day support to the ED, as well as support some functions related to the Board of Directors. The role involves handling communications in the executive office, assisting on projects, and liaising internally with staff and volunteers as well as externally with partner agencies. The Executive Assistant is expected to work with limited direction, executing a significant amount of judgment, tact, diplomacy, confidentiality, and discretion in all aspects of the role.

Reports to: Executive Director
Term of Work: Full time (35 hours a week)
Compensation: \$54,600 – \$63,700 annually plus benefits

Major Duties & Responsibilities

The major responsibilities for this role include but are not limited to the following:

Supporting the Executive Director

- Manage the appointment schedule of the Executive Director, handling any conflicting meetings
- Exercise considerable judgment in releasing information to answer queries and resolving issues
- Screen incoming correspondence to the Executive Director and redirect where possible, ensuring that there is follow-through by the other parties
- Respond to and/or process items that do not require the direct attention of the Executive Director
- Prepare and handle a variety of confidential material
- Assist with the development of business processes to ensure maximum efficiency of the organization
- Execute other duties as assigned by the Executive Director.

Supporting the Board of Directors

- Support the Board of Directors and its committees as assigned (policy review, working groups, professional development, board orientation, etc.)
- Ensure timely distribution of meeting materials for Board, committees, working groups.
- Ensure legal and statutory requirements related to governance and corporate documentation are tracked and fulfilled

- Maintain legal documents and records such as minutes and governance policies.

Other Organizational Support

- Provide back up support as assigned to other members of executive team, (Directors, Managers, etc.)
- Work collaboratively with management team to follow up on action items arising from management team meetings
- Field and manage general requests for information and/or support from internal and external stakeholders
- Work in a manner that preserves confidentiality and minimizes risk.
- Other relevant and appropriate duties as required

Qualifications & Other Requirements

- Diploma or degree in Administrative Studies, Business Administration or equivalent education, training and experience
- Minimum five years relevant experience providing support to an executive or leadership team
- Demonstrated understanding of executive administrative processes and procedures
- Excellent communication skills both oral and written
- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and clients
- Must demonstrate initiative, diplomacy and tact
- Ability to exercise judgment in prioritizing workload
- Ability to maintain a high level of confidentiality and decisiveness while working under the pressure of constantly-changing priorities
- Technically savvy with excellent Microsoft 365 and Google Workplace skills
- Ability to work effectively and professionally, both independently and within a team environment
- Understanding of the social service sector in the Greater Toronto Area, especially the Region of Peel
- Understanding of diversity, equity and inclusive practices
- Understanding of the impact of anti-racism, anti-oppression and systemic discrimination on racialized and marginalized communities
- Have a clean and valid Vulnerable Sector Check.

Being a team-oriented and inclusive organization, staff, volunteers and contractors are asked to participate in special assignments. These include fundraising, strategic planning and other related activities which contribute to the continuous development and expansion of Roots Community Services.

Approved by: Shane Joseph, Executive Director

Updated: January 2024