

Job Posting Executive Assistant

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization dedicated to offering culturally relevant programs and services. Our mission is to inspire residents in the Region of Peel, particularly those from the Black, African, and Caribbean (BAC) communities, to make positive changes in their lives and in their communities. We strive to assist our clients by providing pathways that help them reach their full potential and find solutions to enhance their health, well-being, and overall quality of life.

The Position

The **Executive Assistant (EA)** provides high-level, confidential administrative and operational support to the Chief Executive Officer (CEO) and plays a crucial role in assisting the administrative functions of the Board of Directors. This position is responsible for managing communications within the executive office, supporting special projects, and serving as a liaison with internal stakeholders—including leaders, staff, and volunteers—as well as external partners and agencies. The Executive Assistant operates with a high degree of independence and is expected to exercise sound judgment, discretion, diplomacy, and professionalism in all aspects of the role. This individual is well-organized, flexible, and capable of responding effectively to administrative challenges.

Reports to: Chief Executive Officer

Hours of Work: Full-time (*35 hours a week*)

Compensation: \$54,600 – \$63,700 annually, plus benefits

Terms of Contract: Full-time position with terms and conditions reviewed annually.

Contract term to March 31, 2026.

Renewable on April 1 of each year, based on funding availability and satisfactory performance.

Major Duties & Responsibilities

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

Executive Support to the CEO

- Manage the CEO's calendar by scheduling appointments, coordinating meetings, and proactively resolving any scheduling conflicts.

- Exercise sound judgment when handling and releasing information, responding to inquiries, and addressing issues as needed.
- Screen and prioritize incoming correspondence and communications for the CEO, redirecting items as necessary and ensuring timely follow-up by the appropriate parties.
- Independently respond to or process matters that do not require the CEO's direct involvement, while maintaining a high level of professionalism.
- Prepare, manage, and safeguard confidential and sensitive information and documentation.
- Support the development and improvement of administrative processes to enhance organizational efficiency and effectiveness.
- Perform other duties and special assignments as directed by the CEO.

Administrative Support to the Board of Directors

- Provide administrative support to the Board of Directors and its committees. This includes tasks related to policy review, facilitation of working groups, professional development, and orientation for new board members.
- Coordinate the timely preparation and distribution of meeting agendas, materials, and minutes for both Board and committee meetings.
- Monitor and ensure compliance with legal and statutory governance requirements, keeping accurate records and fulfilling all related obligations.
- Maintain and organize official corporate records and governance documents, including meeting minutes, bylaws, and policies.

Cross-Organizational & Operational Support

- Provide administrative support to the executive and management team, including directors and managers, as assigned.
- Collaborate with the management team to track, follow up, and ensure the completion of action items from team meetings.
- Respond to and manage general inquiries and requests from internal and external stakeholders in a professional and timely manner.
- Maintain a high level of discretion by safeguarding confidentiality and minimizing organizational risk.
- Perform other related duties as needed to support organizational priorities and ensure smooth operations.

Qualifications & Other Requirements

Education and Experience

- A diploma or degree in Administrative Studies, Business Administration, or a related field, or an equivalent combination of education, training, and experience.
- A minimum of five (5) years of relevant experience providing high-level administrative support to executives or leadership teams.
- A demonstrated understanding of executive administrative processes and procedures.

Skills and Competencies

- Excellent communication skills, both oral and written.
- Strong organizational abilities with the capacity to prioritize multiple tasks effortlessly, paying exceptional attention to detail.
- Highly developed interpersonal skills, allowing for the establishment and maintenance of positive relationships with internal and external stakeholders, including staff, board members, partners, and clients.
- Demonstrated initiative, diplomacy, and tact in all interactions.
- Capable of exercising sound judgment in prioritizing workloads and responding to changing work demands.
- Proven ability to work independently as well as collaboratively within a team environment.
- Demonstrated capacity for maintaining confidentiality and composure while managing multiple shifting priorities.
- Technologically proficient, with strong knowledge of Microsoft 365 and Google Workspace.
- Demonstrated understanding of professional business etiquette, with the ability to communicate and interact respectfully and effectively in diverse workplace settings.

Sector Knowledge and Values

- Familiarity with the social service sector in the Greater Toronto Area, particularly in the Region of Peel.
- A strong understanding of diversity, equity, and inclusive practices. Awareness of the effects of anti-racism, anti-oppression, and systemic discrimination on racialized and marginalized communities.


Other Requirements and Expectations

- Must possess a valid and clean Vulnerable Sector Check.
- Ability to work evenings and weekends as required from a variety of locations within the Region of Peel

As part of our commitment to inclusivity, we can provide reasonable accommodations to help all employees perform the required physical functions of their job.

Roots Community Services (RootsCS) is dedicated to fostering diversity in our workplace. We encourage applications from all visible minority groups, women, Aboriginal persons, LGBTQ individuals, and persons with disabilities, among other self-identified diverse groups. We also implement accessible employment practices in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation due to a disability at any stage of the application process, please let us know.

This job description outlines the key responsibilities and core functions of the position. It is not intended to be an exhaustive list of all activities, duties, or responsibilities that may be required. The incumbent may be asked to perform additional duties as needed.



All employees are expected to engage in special assignments as part of our team-oriented and inclusive organization. These may include fundraising, strategic planning, and other activities that contribute to the continuous development and growth of Roots Community Services Inc. Employees are also expected to support the ongoing improvement of their department through excellent job performance and proactive communication. Each employee and team play a vital role in fulfilling the mission of RootsCS.

Please email your application with a cover letter to careers@rootscs.org, with the subject line **Executive Assistant**. Please note that we will review applications as they are submitted until the position is filled. We thank all applicants for their interest in this position; however, only candidates selected for an interview will be contacted.

Approved by: Shane Joseph, Chief Executive Officer

Updated: May 2025