NON-CONTRACT ROLE DESCRIPTION

JD6201

ROLE TITLE:	Office Assistant, Executive Office	**ROLE DESCRIPTION NO.:**	6201
DEPARTMENT:	Executive Office	**HEABC REFERENCE NO.:**	18721540
REPORTING TO:	Executive Assistant to the President & CEO	**HSCIS CODE:**	02099
CLASSIFICATION:	NCEC/Range 3	**JOB CODE:**	91888

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Executive Assistant to the President & Chief Executive Officer (CEO), the Office Assistant, Executive Office provides a full range of general office support and reception duties such as receiving clients in person and via telephone, typing, copying, faxing, filing, order placing, mail distribution, and data entry. The Office Assistant also assists office staff with incoming and outgoing correspondence and enters incoming mail in a database.

DUTIES AND RESPONSIBILITIES:

1. Provides reception duties and general office assistance such as answering visitor/client inquiries and directing to the appropriate Island Health personnel, directing visitors/clients to their destinations, answering incoming calls on a multi-line telephone, filing, and data entry.

2. Opens, records, distributes, and prioritizes incoming mail; prepares and sends outgoing mail. Reviews incoming correspondence and forwards to appropriate Island Health department or program.

3. Provides support for events such as board meetings and forums, ensuring the necessary equipment and supplies are organized. This includes assisting with the meeting logistics such as booking hotel accommodations, meeting rooms, catering or reservations.

4. Enters and maintains electronic records of Executive Office incoming and outgoing mail in the Correspondence Tracking System (CTS).

5. Manages and maintains the CEO Executive Assistant inbox. Screens and directs correspondence to ensure messages are routed appropriately.

6. Manages and maintains electronic calendars including scheduling both internal and external meetings, flagging and rearranging meetings in order to avoid conflict where necessary.

7. Orders supplies utilizing web-based forms at the direction of office staff and for general use. Receives, stores and distributes incoming supplies. Reviews invoices and other shipping documents for accuracy and completeness. Monitors supply levels and reorders, as needed.

8. Assists Board Liaison and Executive Assistants in the organization of material for various Executive Management and Board Meetings such as proofreading documents for typing errors, copying and collating documents for binders and uploading to Aprio.

9. Maintains accurate executive documents including confidential phone lists, organizational charts, and leadership distribution lists.

10. Assists the Executive Assistants with overflow assignments during peak periods or staff absences including documentation preparation, executive calendar support, and event organization.

11. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to high school graduation, additional coursework in office administration and two (2) years' recent related experience.

Skills And Abilities

- Ability to work in a dynamic environment while maintaining good working relationships.
- Ability to take direction.
- Excellent oral and written communication skills, tact and ability to deal with difficult clients.
- Aptitude to be proactive requiring minimum direction.
- Ability to make decisions and problem-solve within predetermined guidelines.
- Demonstrated ability to operate a personal computer utilizing software such as CTS and MS Office applications to produce documents in Word, Excel, and Access.
- Ability to maintain strict confidentiality.
- Ability to type 50 wpm.
- Physical ability to carry out the duties of the position.
- Ability to operate related equipment.