



Position Description

POSITION: Executive Assistant – Business Support

SUMMARY OF POSITION: The Executive Assistant, Business Support, provides day-to-day office management and administrative support to the entire organization. This role will also provide support for the following key business functions: marketing and communications, strategic services, and operations and maintenance. A major focus area for this role will be planning and implementing major digitization efforts and advancements for the organization. This position requires a tech-savvy, creative, and eager individual with strong attention to detail and problem-solving skills.

REPORTS TO: Supervisor, Communications, Administration, and Strategic Services

Key Responsibilities:

Administrative Support

- Provide day-to-day administrative support to the entire organization, acting as the primary receptionist at the office.
- Checking visitors in and out at the front desk.
- Perform general office duties including answering phones, plant entrance gate management, and incoming mail handling and distribution.
- Maintain accurate records, ensuring confidentiality and data security.
- Support knowledge management practices by ensuring files, correspondence, and records are organized, accurate, and accessible.
- Scheduling courier pickups and drop offs.
- Attending meetings and taking minutes as needed.
- Other administrative tasks as required.

Operational Support

- Manage the organization's following contracts and operations:
 - Uniform rental and laundry services
 - Coffee machine rental and services
 - Janitorial/cleaning
- Light cleaning duties such as keeping shared spaces neat and tidy, maintaining stock levels of lunchroom and meeting room supplies available.
- Ordering and stocking office and lunchroom supplies.
- Ensure adherence to procurement procedures when ordering supplies, etc.

Marketing & Communications Support

- Provide support to the Marketing & Communications Advisor with various communications, marketing, and campaign initiatives.
- Assist with design requests.
- Support social media content and creation by drafting posts and copywriting.

Strategic Services Support

- Support the implementation and performance of ARROW's strategic business planning cycle and enterprise risk management program.
- Support the set up and maintenance of dashboards, reporting workflows, and notifications in ClearPoint Strategy.

- Identify opportunities to enhance reporting.

Administrative Process Digitization & Improvement

- Support Operations and Maintenance and other departments by planning and implementing digital processes and templates that improve efficiency and record-keeping.
- Identify opportunities to enhance administrative procedures, forms, schedules, templates, and workflows, including changing paper-based processes to digital.
- Action-item tracking and follow-up.

Other:

- Act as backup to the Executive Assistant – Executive Support when they are absent.
- Assist with staff and contractor headcount during plant-wide alarms and mustering protocols.

Qualifications & Competencies

- **Education**
 - Post-secondary degree or diploma in Business Administration, Commerce, Marketing, or Communications.
- **Experience**
 - 1-2 years experience working in a corporate environment as an assistant, coordinator, or a similar administrative role.
- **Technical Skills**
 - Advanced skills in Microsoft Office Suite including SharePoint, Power Automate, and related productivity tools.
 - Advanced skills in Adobe Acrobat Pro.
 - Familiarity with Canva or similar digital design platforms (Adobe InDesign).
 - Familiarity with social media platforms and digital media.
 - Generally tech-savvy, with comfortability testing and using digital tools.
- **Soft Skills**
 - Strong written communication and interpersonal skills with exceptional attention to detail.
 - Excellent organizational and time-management skills with the ability to manage competing priorities.
 - Self-motivated, adaptable, and able to work with minimal supervision while exercising sound judgment.
 - Enjoys problem-solving with the ability to learn and use new software or platforms to support process improvements in administrative practices.
 - High level of professionalism, integrity, reliability, and willingness to learn.
 - Safety-conscious attitude.
- **License**
 - Valid Alberta Class 5 Driver's License and access to a vehicle.

Compensation:

- \$66,579 - \$81,749 per annum.

- We provide a comprehensive benefits package, paid time off, and eligibility for the Local Authorities Pension Plan.

Additional Information:

- Duties will be performed in an office setting, with regular driving required to run errands. A personal vehicle is required to perform the responsibilities of this position.
- This position is a hybrid position, eligible to work from home 2 days per week, with the following caveats:
 - This position is required to be onsite to receive weekly uniform deliveries, except in exceptional circumstances.
 - This position's work from home schedule will be opposite the Executive Assistant – Executive Support to maintain onsite presence at the reception desk.
- ARROW Utilities is located just outside Fort Saskatchewan, and public transit **is not available**.
- This job description is intended to provide the general level and nature of the position and is not intended to represent an exhaustive list of all tasks assigned in the performance of this position.