

Excluded Professional Job Position Description

Section I: Position information

Effective date	2025-07-15	<input type="checkbox"/> Update only	<input checked="" type="checkbox"/> Classification review
Position title	Executive Assistant, Office of the President and Provost's Office		
Position number	999732		
Classification level	Click or tap here to enter text.		
Position affiliation	<input type="checkbox"/> AUFA <input checked="" type="checkbox"/> Excluded		
Location	Click or tap here to enter text.		
Department	Office of the President and Provost's Office		
Reports to	Chief of Staff, Office of the President		

Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Chief of Staff, Office of the President while liaising with the Chief of Staff, Provost Office, the Executive Assistant manages the calendar, briefing materials, and information for the Office of the President and the Provost's Office. The position requires proactive and action-oriented management with understanding of shifting priorities around numerous sophisticated and confidential issues.

- ✎ Manages all facets of the President's and Provost's complex and intensive calendars using a clear principles and priorities-based approach; and can adapt to the high frequency of changes and dynamism of the President's and Provost's calendars.
- ✎ Demonstrates proactive initiative to ensure deadlines and schedules are met through knowledge of regular meetings and forthcoming deadlines and events as well as maintaining a bring-forward system for approaching meetings and commitments.
- ✎ Facilitates the request and retrieval of information from a variety of sources across the University campus in response to the President's and Provost's meeting and speaking engagements.
- ✎ Screens incoming emails and telephone calls and answers enquiries that require discretion in the release of information.
- ✎ Confirms logistical arrangements for travel and compiling relevant information. The Executive Assistant works independently with good judgement, common sense, adaptability, and an ability to work under challenging time constraints and conditions due to the many priorities and issues within the Office of the President and the Provost Office.

Reflecting the Like No Other Strategic Plan, the administrative functions needed for this position include:

- ✧ Effective teamwork
- ✧ Respectful engagement in all liaisons with diverse interest holders
- ✧ Effective issues identification, planning and organizing
- ✧ Responsive and strategic scheduling of meetings to make best strategic use of the president's and provost's time relative to their priorities
- ✧ Clear, concise and appropriate business communications
- ✧ Sound document storage and retrieval, with emphasis on electronic recordkeeping
- ✧ Effective project management
- ✧ Proficient travel arrangements
- ✧ Responsive decision-making and creative problem-solving in a constantly changing environment
- ✧ Ability to handle demanding and complex situations in a professional manner
- ✧ Demonstrates the highest standards of professional behaviour, attitude, and ethics
- ✧ Harnesses educational opportunities for self-growth, especially in areas of weakness and need.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

The Executive Assistant, Office of the President and Provost's Office is responsible for:

Management of the calendars of the President and the Provost (75%)

- ✧ Long-term planning and anticipation of events and the strategic allocation of time in response to shifting priorities and the academic schedule
- ✧ Consultation with the Chiefs of Staff in the Office of the President and the Provost Office, so both calendars function in concert and compliment each other
- ✧ Works effectively with the wide variety of interest holders both internally and externally, senior government officials, corporate and not-for-profit executives, and others to ensure the President's and Provost's time is scheduled to the fullest effectiveness
- ✧ Determines accurately the nature and priority of requests of the President's and Provost's time
- ✧ Makes every effort to suggest a reasonable alternate to the President and Provost before booking time in the calendar to ensure meetings are organized at the appropriate level of the organization

- ⌘ Responsible for timely rearranging and rescheduling of lower-priority items to accommodate last-minute priority internal and external meetings
- ⌘ Consults with the executive assistants to the other vice-presidents, deans and/or AVPs to make arrangements for alternates or designates
- ⌘ Coordinates among executive assistants in responding to various requests as needed
- ⌘ For all meetings, keeps the President and Provost informed on the agenda or itinerary, venue, participants, items for discussion, etc.
- ⌘ Meets with the President and Provost and other staff as needed to discuss upcoming priorities and related matters affecting the President's and the Provost's calendars
- ⌘ Works proactively to ensure all supporting information is gathered and the President and Provost are well prepared for meetings and appointments

Administrative Support (10%)

The Executive Assistant, Office of the President and Provost Office:

- ⌘ Codes and stores correspondence and documentation appropriately for centralized filing in each of the President's and Provost's Offices
- ⌘ Works with key committee resource personnel to provide support in coordinating administrative support for the various committees chaired by the President or Provost or designate. This may involve scheduling meetings, noting action items, circulating and distributing materials, and other duties as necessary
- ⌘ Answers incoming emails and telephone calls promptly
- ⌘ Handles requests for information and assistance to the extent possible prior to redirecting or referring requests, anticipating and gathering background material or information prior to making the referral
- ⌘ Exercises discretion and ensures the Chiefs of Staff in the Office of the President and the Provost Office are kept fully informed around emerging issues of importance and sensitivity
- ⌘ Prepares and maintains updates to various organizational charts and internal directories related to the Office of the President and the Provost Office and Senior Leadership team members
- ⌘ In collaboration with OOP and/or OPVPA team members, provides other administrative support functions as may be required.

Committee Support (10%)

Coordinates, supports, delegates, advises upon, and oversees (as appropriate):

- Administrative support for the activities of the Office of the President and the Provost's Office
- Meeting coordination including draft agendas, meeting packages, meeting locations, hospitality, technological requirements, accurate and timely calendar invites, meeting minutes, and action item tracking
- Regular and ad hoc reports and briefing notes for the Senior Leadership Team committees, the Board of Governors, and other standing and ad hoc committees as required

Member, Administrative Support Team (5%)

- ⌘ Attends team meetings as a senior member of the team of executive assistants at AU and supports members to cooperatively make decisions and recommendations on the management of the Office of the President and the Provost Office or any issue relating to administrative support
- ⌘ Provides direction to executive assistants in the coordination of logistics including gathering, preparing, and distributing meeting materials and files where SLT members attend joint meetings with or on behalf of the President and/or Provost
- ⌘ As a senior EA, plays a leadership role within the Executive Assistant Community of Practice at AU, providing guidance through coaching and advising other members, coordinating across the community to ensure the smooth operation and procedural flow and progress towards key strategic and operational deliverables, and leading the identification of opportunities for improvement, efficiencies, and professional development

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

The Executive Assistant, Office the President and Provost Office has considerable internal liaison responsibilities intended to build and strengthen relationships among the units reporting to the President and Provost as well as Vice-Presidents, Associate Vice-Provosts, Deans, Chairs, Directors, Board of Governors, AUSU, AUGSA, etc.

Outside the University, Executive Assistant, Office of the President and Provost's Office has considerable liaison with ministerial offices, regional government officials, and very senior officials in the public and private sector at the regional, provincial and federal levels. Contact varies from scheduling, to researching information in preparation for meetings, etc.

Supervision

While this position does not currently have direct reports, as the senior-most executive assistant position in the university it does play a leadership role within the Executive Assistant Community of Practice at AU, which includes:

- Providing guidance, coaching and advice to other members
- Coordinating across the community to ensure the smooth operations across the SLT and university portfolios and faculties
- Leading identification of opportunities for improvement, efficiencies, and/or professional development

Impact of service or product

The Executive Assistant, Office of the President and Provost's Office works in a high-profile area and could cause considerable reputational risk to AU and disruption to university operations.

Scheduling is extremely difficult and challenging. If the calendar is not managed effectively or efficiently, the loss or misuse or under/over scheduling of the President and Provost will have major consequences for the portfolio and the university.

Underestimating/misjudging appointments could cause major reputational issues and misuse of the President's and Provost's time. Mistakes in correspondence and/or messages from the President's and Provost's Office are risky and could have major consequences for the President, the Provost and the University.

Independence of action

The Executive Assistant, President's Office and Provost's Office requires high autonomy in relation to:

- ✧ Decisions, recommendations, and strategic creativity relating to the President's and Provost's calendars, including major scheduling challenges; use of tact, judgement, common sense, and diplomacy in suggesting solutions; alternative sources of assistance or alternative dates or any other action as deemed appropriate to a number of situations.
- ✧ Composes correspondence and handles inquiries independently.
- ✧ Applies previous experiences to new situations in relation to judgements. The requirement for instant assessment of risk potential on issues and emerging items is critical and an ability to determine next steps and relay a summary of the issue on a need-to-know-basis.
- ✧ Adopting a calm and professional demeanor and tone in all situations is essential.
- ✧ Makes thoughtful recommendations when seeking advice on various issues. The luxury of checking with someone doesn't always exist—the incumbent is often called upon to make judgements independent of a consultation.

Complexity

- ✧ Manages all facets of the President's and Provost's complex and intensive calendars, including long-term planning and anticipation of events and the strategic allocation of time in response to shifting priorities and the academic schedule.
- ✧ Demonstrates intuitive knowledge of broad range of office and institutional priorities, providing proactive and action-oriented management of shifting priorities around numerous sophisticated and confidential issues and initiatives.
- ✧ Works effectively with a wide variety of interest holders, both internally and externally and at all organizational levels, to meet the needs of a challenging job with competing and sensitive demands associated with personnel and often confidential issues, office priorities, and other tasks as required.
- ✧ Ability to handle demanding and complex situations in a professional manner—and to represent the President and Provost, their offices, and the institution in all situations and interactions, upholding the university's reputation and demonstrating the highest degree of conduct.

Planning

- Manages all facets of the President's and Provost's complex and intensive calendars, including long-term planning and anticipation of events and the strategic allocation of time in response to shifting priorities and the academic schedule
- Works in a collaborative and integrated manner with the Chiefs of Staff and other team members across the Office of the President and Provost's office to develop and implement both short- and long-term planning, manage and execute committee workplans, support a diversity of projects and initiatives, and contribute to operational plans across both portfolios.
- Demonstrates exceptional organization and institutional knowledge to provide responsive and strategic scheduling of meetings that make best strategic use of the president's and provost's time relative to their priorities.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

The Executive Assistant, Office of the President and Provost's Office qualifications:

Education and Experience

- 2-year Diploma in Office Administration; equivalent combinations of education and experience will be considered.
- Extensive experience (5+ years) in a related senior or comparable high-level administrative support position in complex office environments, preferably in a post-secondary educational environment.
- Experience managing an extremely busy long-term executive schedule would be an asset.

Knowledge, Skills and Abilities

- ✧ Integrity and self awareness in all aspects of work
- ✧ Ability to demonstrate strong work ethic
- ✧ Strong self-starter and superior team player

- ⌘ Exemplary attention to detail
- ⌘ Excellent communication and problem-solving skills to handle a wide variety of both routine and unusual requests
- ⌘ Ability to meet strict and changing deadlines and priorities
- ⌘ Committed to upholding confidentiality and sensitivity to controversial issues at all times
- ⌘ Exceptional interpersonal skills that fully reflect and express those articulated in the Like No Other Strategic Plan in relation to trust, teamwork, authentic respect and the growth mindset.
- ⌘ Understands and responds effectively to the needs of both internal and external interest holders
- ⌘ Ability to resolve conflict and problems, while creating a positive work environment and advancing the interests of the University
- ⌘ Ability to develop the rapport necessary to maintain and strengthen partnerships within and outside the university
- ⌘ Ability to foster collegial and cooperative attitudes towards attaining the strategic goals of the University
- ⌘ Proficiency with Microsoft programs (including Teams Word, Excel, PowerPoint, Access and Outlook).

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.