



**Job Title:** Executive Assistant

**Division:** Executive

**Department:** Executive

**Responsible To:** Chief Financial Officer and Chief Human Resources Officer

### **Role Summary**

The Executive Assistant is the key support person to the Chief Financial Officer and Chief Human Resources Officer. The Executive Assistant's primary responsibility is to provide logistical support and office coordination ensuring the installation and execution of appropriate systems and tools for success. Specifically, the position is responsible for providing professional and personal assistance to the Chief Financial Officer and Chief Human Resources Officer, providing general office management, meeting, event, appointment and travel coordination.

### **Responsibilities**

- Provide comprehensive support services to the Chief Financial Officer and Chief Human Resources Officer that ensures a professional, responsive and effective experience with the organization as a whole
- Provide sophisticated calendar management and logistical execution
- Prioritize inquiries and requests while troubleshooting conflicts with little guidance; makes decisions and recommendations to ensure smooth day-to-day engagements
- Administer correspondence, manage incoming calls and prioritize phone messages, emails and mail
- Handle all calls and visitors with grace, sophistication and professionalism
- Write error-free, eloquent and professional communications with little to no guidance
- Update and maintain contact lists for Chief Financial Officer and Chief Human Resources Officer
- Manage contacts using up-to-date database entry, track VIP relations and correspondence; facilitate relationships by familiarizing self with various life events (birthdays and other major milestones)
- Provide complete and professional meeting, event, appointment, and travel arrangements
- Become familiar with the specific, detailed needs of the Chief Financial Officer and Chief Human Resources Officer
- Create consistent preparations for reference and be available to quickly and professionally address any changes
- Accurately track expenses for Chief Financial Officer and Chief Human Resources Officer by managing expenditures and receipts; processing and submitting receipts accurately and on schedule
- Maintain confidentiality and use a high degree of discretion
- Work in a professional and focused manner to schedule internal and external meetings including, but not limited to partners, owners, guests, staff, service providers, government officials, consultants, contractors, etc.
- Prepare for meetings including booking rooms, organizing hospitality requirements and ensuring all logistics are taken care of including computers, audio and visual equipment
- Use Word, Excel and PowerPoint to produce materials for internal and external meetings
- Take notes and distribute meeting minutes, agendas and meeting packages when required
- Work closely with Resort associates to arrange meetings and events as needed
- Responsible for maintaining records and storage of relevant administrative documents in a secure and professional manner
- Design, develop and implement administrative policies and practices, as well as present any proposals for changes to the Chief Financial Officer and Chief Human Resources Officer and oversee implementation



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- Ensure the office has the necessary resources to meet all of business needs and goals
- Review opportunities for improved productivity and enhancing the work environment with greater efficiencies
- Represent the Chief Financial Officer and Chief Human Resources Officer's office and act as a liaison with any related issues
- Answer and direct calls and emails of the Chief Financial Officer and Chief Human Resources Officer
- Provide timely and proactive management of the organization's office environment
- Maintain physical and electronic office filing systems for Finance and Human Resources
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

### **Competencies**

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

### **Characteristics**

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

### **Requirements**

- High school diploma required. University/college degree or coursework preferred
- Minimum of five years' professional experience in an executive assistant role in the hospitality industry
- Must be computer literate. Superior degree of proficiency in all aspects of Microsoft Office (Word, Excel, PowerPoint) is required
- Customer service skills
- Strong verbal and written communication skills
- Detail-oriented and work with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion



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**Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

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