PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>994442</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Executive Office Administrator</td>
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<tr>
<td>Department</td>
<td>Ocean Networks Canada</td>
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<tr>
<td>Reports to</td>
<td>Kate Moran</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 1, Indirect 0</td>
</tr>
<tr>
<td>Classification Level</td>
<td>SG 7</td>
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<tr>
<td>Last Updated</td>
<td>October 2018</td>
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2. Position Summary

Ocean Networks Canada (ONC) is a world-leading organization supporting ocean discovery and technological innovation. ONC is a not-for-profit society that operates and manages innovative cabled observatories on behalf of the University of Victoria that supply continuous power and Internet connectivity to various scientific instruments located in coastal, deep-ocean, and Arctic environments. ONC’s cable arrays host hundreds of sensors distributed in, on and above the seabed along with mobile and land based assets strategically located. These instruments address key scientific and policy issues (subsea earthquakes and tsunamis, ocean acidification, marine biodiversity, etc.) within a wide range of environments.

Reporting directly to the President and CEO (CEO), the Executive Office Administrator (EOA) provides confidential executive support and serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Executive Office. The EOA also serves as a liaison to the Board of Directors and Executive and Operations Executive teams; organizes and coordinates executive outreach and external relations efforts; and oversees special projects. This position manages the operations of the ONC Executive Office, ensures efficient operations of the office, provides advice to internal and external stakeholders, and assesses priorities on sensitive/confidential matters related to ONC, its Board of Directors and other advisory boards.

This position is periodically required to work outside of regular business hours (8:30-4:30) on evenings and weekends.

3. Key Responsibilities and Expectations

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<th>Key Responsibilities. % of time</th>
<th>Expectations:</th>
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| Executive Support to the CEO 65% | • Manage the flow of information in and out of the CEO’s office to ensure timely responses to requests for information;  
• Provide scheduling, logistical, protocol and administrative support to the CEO by identifying priorities, scheduling meetings to ensure deadlines are met, and ensuring that the necessary materials are prepared and assembled for each meeting or event; |
- Screen and triage telephone calls, e-mails, and visitors to the CEO’s office; refers requests to a more appropriate section/department when required or when the CEO is not available;
- Initiate complex and detailed travel arrangements (locally, nationally and internationally) for the CEO, either directly, online or through agents. Prepare travel documents (Visas) and itineraries within strict deadlines.
- Compose and prepare correspondence such as letters, memos, agendas, and briefing materials for meetings.
- Plan, coordinate and ensure the CEO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role for direct access to the CEO's time and office;
- Maintain confidentiality when receiving and reviewing incoming mail and documents that can be of a highly sensitive nature, such as human resource information, position and salary negotiations, annual reviews for executive management, grievances/complaints, FOI requests, all Board of Directors’ materials (policies, financial, operational);
- Research, prioritize, and follow-up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response;
- Work closely and effectively with the CEO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated;
- Provide leadership to build relationships internally and externally that support and facilitate the work of the Executive office and CEO;
- Manage a variety of special projects for the CEO, some of which may have organization-wide impact;
- Complete critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the organization;
- Prioritize conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures;
- Organize or oversee special events, i.e. public and ONC forums, including preparing posters, presentation materials, distribution of information, accommodations and travel if required; bookings, catering, required equipment. Delegate responsibilities when required.

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<th>Support to the ONC Board of Directors and External Stakeholders 20%</th>
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<td>• Liaise with committee/Board secretariats; organize meetings (large and small), visiting Board Meetings (in person, by videoconference or teleconference), receptions and events;</td>
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<tr>
<td>• Manage logistics and the preparation of materials for ONC</td>
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Board meetings (four meetings annually), Board Committees (four Committees/four meetings of each committee annually), International Science Advisory Board (two meetings annually) and Observatory Council (one in person meeting annually);

- Serve as liaison between the CEO’s Office and the Board of Directors frequently working within tight deadlines e.g. to ensure the meeting agendas are reviewed and approved prior to their circulation to the Board or Committee members;
- Manage the preparation of board dockets in collaboration with ONC CEO and senior staff, including researching and assembling relevant background documents and materials for board agenda items;
- Manage pre and post meeting logistics including room, travel, and accommodation bookings;
- Maintain discretion and confidentiality in relationships with all board members; and
- Schedule meetings for the CEO with the Board Chair/Committee Chair

Executive Services 5%

- Liaise with ONC Executive, Operations Executive and Corporate Services Administrator to ensure that day-to-day executive services office operations run smoothly;
- Act as an administrative resource and support for the Executive including travel arrangements (locally, nationally and internationally) and preparation of travel documents;
- Co-ordinates the preparation of final documents for internal and external audiences such as Strategic plan, program plan and the annual plan;
- Oversee the Corporate Legal documents (such as Constitution; Certificate of Incorporation; by-laws);
- Manage personnel hiring processes, training and performance management for EAA;
- Manage files and records related to the Executive Office; oversee the creation and management of electronic and paper copy filing systems.

Communications 5%

- Serve as the first line of communication for external and internal inquiries regarding ONC initiatives, programs and activities;
- Review and screen CEO communications using good judgment to either take action or re-direct for action as appropriate;
- Provide a bridge for smooth communication between the Executive Office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff;
- Communicate directly, and on behalf of the CEO, with Board members, and others, on matters related to CEO’s initiatives;
- Communicate with Board members re: action items and other matters between board/committee meetings; and
• Communicate (written and oral) with senior level staff who report directly to the CEO and the Executive team; senior officers of the University of Victoria; and external partners, funding agencies, and stakeholders (e.g. industry and non-profit organizations, senior government, elected officials, international organizations) of ONC in the public and private sectors.

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<th>Finance 5%</th>
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<td>• Monitor and maintain accounts within the President's budget;</td>
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<td>• Authorize purchase requisitions and invoice payment vouchers, releases against standing orders, internal services and chargebacks;</td>
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<td>• Reconcile accounts and follow-up on anomalies;</td>
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<td>• Oversee the preparation and processing of CEO, Executive, Operations Executive and Board member expense claims;</td>
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<td>• Manage the CEO’s professional membership renewals;</td>
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<td>• Make decisions on selecting venues for Board meetings and special events; negotiate contracts with hotels and catering companies; and</td>
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<tr>
<td>• Select and purchase equipment and supplies, liaising with external suppliers.</td>
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4. **Classification Factors:**

**Problem-Solving:**
The EOA is engaged in high-level problem-solving on a daily basis. The national and international profile and visibility of ONC’s programs has to be emphasized as it implies the scope, complexity and importance of the issues that this position has to handle when interacting with senior staff within UVic, the ONC Board of Directors, and senior representatives from ONC’s funding and collaborating partners. This is an extraordinary role within the UVic context given ONC’s status as a not-for-profit agency responsible for managing national research facilities.

**Responsibility for Financial & Material resources:**
The EOA administers and monitors the CEO’s budget ($185,000), and has signing authority on expenditures up to $5000.

**Responsibility for Human Resources:**
This position provides guidance and direction to ONC staff when carrying out activities in support of Executive office operations.

**Impact of Decisions and Actions:**
Responsibilities include professional interactions, researching and following appropriate protocols with federal and provincial funding agencies, government ministries and departments, international organizations, as well as national and international dignitaries (e.g. Ambassador to Canada from Norway). Each interaction requires document preparation including background research, and with this role serving as the first point-of-contact (phone and email) when handling partner interactions and inquiries. In the CEO’s absence, this position is called upon to convey the CEO’s thoughts and directions to others. The scope and impact of this position’s actions are therefore of profound significance in contributing to the standing of ONC as a professional organization. Failure to exercise these responsibilities professionally and successfully could diminish the reputation of the organization and the CEO.
Independence:
The ONC CEO is required to make frequent trips within Canada and internationally. The EOA is required to act independently and exercise good judgment in making day-to-day decisions regarding the Executive Office operations, deadlines and the CEO’s schedule. Often, access to the CEO is by e-mail or phone and is often limited and intermittent. Following ONC policies and procedures, the EOA has the judgment to know when and the authority to handle most matters that arise (for example, fielding inquiries from internal and external parties regarding scheduling or re-scheduling meetings; revising the CEO travel or advising the CEO on events and priorities that arises).

5. Summary of qualifications:
This position requires an undergraduate degree in a related discipline and at least five years in a senior executive administrative position; or, an equivalent combination of related education and experience.

Knowledge/Experience Requirements:
- Experience in Executive operations, administrative procedures and business cycles.
- Advanced computer skills and experience in a MAC environment (Pages, Keynote) and MS Office Suite.
- Demonstrated ability to prioritize multiple and competing workloads.
- Demonstrated ability to approach challenges strategically and think critically.
- Proven track record achieving project goals on time and produce deliverables of a high quality.
- Experience with conflict-resolution and interpersonal communication.
- Cultural awareness and knowledge of protocol when communicating with national and international dignitaries.

Competency Requirements:
- Excellent analytical, critical thinking and problem solving skills.
- Superior communication skills, both written and verbal.
- Advanced interpersonal and communication skills for relating effectively and collaboratively with staff, Executive and external stakeholders.
- Advanced planning and organizational skills.
- Ability to build and maintain productive working relationships with stakeholders.
- Ability to work independently and collaboratively in a team environment.
- Demonstrated administrative and organizational skills.

The Executive Office Administrator handles highly confidential material and enjoys the confidence of the CEO; as such, the highest standards of personal integrity, honesty and respect are paramount.

Assets:
- Experience in the administration of a board of governors
- Knowledge of ONC and the University’s administrative structure and policies, and a broad understanding of Uvic’s Faculties, departments and service components
- Experience in event planning
- Experience in a scientific, research-based organization.
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<th>Employee's Signature:</th>
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<tr>
<td>Manager’s/Supervisor’s Signature</td>
<td>Date:</td>
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