

# Executive Assistant

**Unit:** Executive Office  
**Location:** Victoria, BC  
**Supervisor's Title:** President & CEO  
**Approved Classification:** Excluded Level 4

## Organization Summary

Consumer Protection BC is a not-for-profit corporation dedicated to strengthening consumer protection in BC and enforcing BC's consumer protection laws. As a regulator, we license and inspect specific industries, respond to consumer inquiries, investigate alleged violations of consumer protection laws and educate consumers and businesses about their rights and responsibilities under the laws we administer. Our vision is a province where all citizens of British Columbia are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of solution-based information. For more information about our organization and to read our annual reports, please visit our corporate website at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca).

## Values & Working Environment

At Consumer Protection BC, we believe in accountability to ourselves and each other, in the investment and maintenance of integrity, and in the pursuit of excellence in the delivery of services that ultimately make a positive difference in the lives of British Columbians. These values guide the delivery of our services and employee behaviour – it is expected and required that all employees adhere to these values when governing themselves. Consumer Protection BC is a place where there is respect for all dimensions of diversity, such as age, gender, race, national origin, sexual orientation, disability, Indigenous status, gender expression/identity, education, religion and other dimensions that are intrinsic to who we are. As such, discriminatory, bullying or harassing behaviours will simply not be tolerated. We expect the staff at Consumer Protection BC to treat each other and our interest holders with respect and dignity. In return, you can expect to work in an equal opportunity workplace, where all individuals are supported in a safe environment that is committed to continuous learning and dialogue to become an ally for change.

## General

Based in Victoria BC, the Executive Assistant reports directly to the President & CEO and provides administrative, planning and reporting, communications and event planning support to the four-person Leadership Team. The Executive Assistant plans, organizes and carries out required duties to ensure that all corporate matters are handled with efficiency, effectiveness and in a confidential fashion. The position assists Leadership Team members in managing time while maintaining flexibility in light of rapidly changing priorities and high work volumes. Some travel and work outside of normal hours of operation may be required. This position is excluded from union membership.

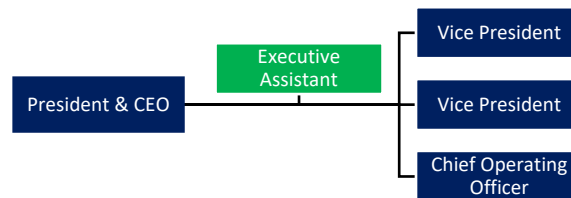
## Specific Accountabilities

- Provides a range of administrative support services to the Leadership Team, including maintaining schedules, coordinating travel activities and completing expense reconciliation and reimbursements, among other support duties.
- Coordinates meetings and events with a variety of participants and industry stakeholders, including managing logistics and organizing appropriate materials; prepares notes and meeting minutes.
- Anticipates the needs of the Leadership Team and acts accordingly to ensure Team members are supported for meetings, events and general daily work.
- Provides coordination and administrative support for a variety of meetings, including Leadership Team and Director’s Group meetings.
- Prepares, formats and proofreads a variety of confidential correspondence and documents, including detailed reports, presentations, memorandums, emails and briefing notes.
- Contributes information for internal and external communications on an ongoing basis, including the Annual Report, the Business Plan and other corporate documents.
- Coordinates staff meetings and events, as required.
- Acts as a project manager on various corporate projects, as assigned by the Leadership Team.
- Other job-related duties may be assigned, as required.

## Special Requirements

- Required to complete a criminal record check.
- Required to sign and adhere to Consumer Protection BC’s Standards of Conduct.

## Organizational Chart



## Selection Criteria

### Education & Experience

- Post-secondary education in a related field (e.g. business, public administration, communications) and/or a combination of education and experience.
- Three or more years of direct work experience in an administrative capacity.
- Highly effective project management, prioritization, multitasking and time management skills.
- Office experience working in a confidential capacity.

### Knowledge, Skills & Abilities

- Ability to maintain confidentiality with sensitive information.

- High computer literacy, including effective working skills in Office365.
- Superb writing, content development and editing skills.
- Excellent communication skills.
- Effective organizational skills, including event management.
- Ability to work effectively as a part of a team and independently.
- Strong, ethical and effective work acumen and with a positive attitude.
- Ability to thrive in and embrace a flexible environment that is prone to rapid change.

## Competencies

- **Teamwork and Cooperation:** Ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Listening, Understanding & Responding:** Desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Service Orientation:** Desire to identify and serve customers/clients, who may include the public, co-workers, other departments, ministries, agencies, government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Confidentiality:** Commitment to handling personal information and corporate documents with the utmost of care and confidentiality. Desire to demonstrate sound corporate and personal ethics and support cascading of values throughout the organization.