



*Last Updated: December 2020*

## Job Title

# Executive Coordinator

## Impact Statement

Reporting directly to the Executive Director (ED), the Executive Coordinator is responsible for maximizing the efficiency and functioning of the ED Office and Board of Directors by providing a high level of administrative and logistical support to multiple senior executives. As the main interlocutor between the ED and many staff and public and private stakeholders, the Executive Coordinator must be diplomatic and results oriented, with excellent writing and communication skills and a demonstrated capacity to effectively prioritize workflow in a fast-paced environment, identify priorities, adapt and respond accordingly. The Executive Coordinator may also be expected to work autonomously on the coordination, research and data collection, analysis and presentation of components of special projects delegated by the ED and Deputy Executive Director (DD). As a key member of the ED office, the Executive Coordinator is part of all Management Team (MT) meetings and Board Meetings, and is expected to work creatively to ensure the smooth integration and adoption of management initiatives.

## Key Responsibilities

- **Relationship Management and ED Office Representation**
  - Clarify, prioritize, and follow-up on incoming issues and concerns addressed to the ED office, including those of a confidential nature. Determine appropriate course of action, referral, or response, practicing discretion and taking action accordingly.
  - Contribute to screening and managing communications with internal and external stakeholders (including general public, MSF donors, the senior management team and other MSF entities), in certain circumstances determining appropriate response on behalf of the ED office. Draft and proofread a range of internal and external correspondence on behalf of the ED.
  - Facilitate networking on the ED's behalf.
  - Plan and coordinate functions, conferences or special events involving internal/ external stakeholders on the ED's behalf, ensure and facilitate cross-departmental coordination, liaising with the MT, Events Officer, and/or National Association Coordinator (NAC) around these events to ensure maximum impact and achievement of shared objectives.
- **Executive Coordination to the ED Office**
  - Coordinate and schedule the ED's agenda, including appointments, reservations and travel arrangements and itinerary and assist with preparation for events, meetings, media and donor engagements.
  - Keep ED informed of upcoming commitments, relevant research background material, and following-up appropriately.

- Schedule and organize all aspects of senior management team meetings, assist preparing agendas and handouts, take minutes, and circulate necessary information where appropriate.
- Facilitate performance review planning, leave scheduling and approvals for MT members on behalf of the ED office.
- Manage ED office volunteers or interns dedicated to special projects, ensuring that proper Terms of Reference developed with the HR department and clear objectives and achievement of results.
- Ensure direct administrative support in copying, filing, scanning, online document organization and management, placing orders, online archiving of files in SharePoint/hard-copy, ensure accurate and quickly accessible administrative records and institutional memory and streamline the ED's authorization and signature processes.
- **Special Project Leadership and Cross-Collaboration**
  - Lead, facilitate and document important and sensitive issues requiring legal input or other follow-up as required. These include the Trademark and Access to Information and Privacy (ATIP), Project Management Office support, Critical Incident Response, and other dossiers, in close collaboration with other ED Office members.
  - In collaboration with the DD, organize and facilitate the Annual Program and Budget control cycle elements, including compiling data, dash boarding and preparation of annual reporting requirements, ensuring tight deadlines are met.
  - Coordinate and lead special projects for ED and DD, in collaboration with internal MSF and external stakeholders, and depending on capacity, interest and availability. (These dossiers could include support during Critical Incident Response, assisting with operational research projects, writing of original reports, synthesizing and compiling content, preparing notes, handouts, or electronic presentations and communicating results to senior management and staff.)
- **Administrative Support to the Board**  
 In consultation to the Secretary of the Board, collaborates with and/or delegates to administrative staff and Association Coordinator to ensure:
  - Coordination of Board meeting logistics and related events, circulating the agenda and ensuring timely organization of venues, catering, travel & accommodation, AV requirements, supplies & provision.
  - Provision of documents and minute-taking of Board and other related meetings.
  - Manage Board Action Points, Motions Register, and update Board Calendar.
  - Assistance to Board secretary organizing Board documents; updating, archiving, and improving digital archiving systems on SharePoint.
  - Point of contact for Board technical and support requests from the Executive.
  - Provision of ad-hoc support to President, Vice-President or Secretary.

## Core Competencies

**Planning and organization;** Proficiency Level 3: follows up, plans activities and sets priorities

**Results and quality orientation;** Proficiency Level 3: improves performance and sets ambitious and realistic goals

**Teamwork and cooperation;** Proficiency Level 2: shares information and coordinates with team and/or others

**Initiative and innovation;** Proficiency Level 2: takes action in complicated and critical situations

**Networking and building relationships;** Proficiency Level 2: develops and diversifies networks

## Knowledge and Experience

- Experience in senior administrative position
- Experience acting as a point of contact for senior executive (previous EA experience is preferred)
- Experience within a humanitarian organization

## Languages

- Fluency in English
- Fluency in French

## Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required
- Flexible work hours and 'work-from-anywhere' options are available, upon approval from manager
- The office environment is open concept and workspace may be shared with office colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor, lamp and phone
- Work requires long hours sitting in front of a computer/laptop screen
- During COVID-19 restrictions, employees are required to have their own workspace, access to internet, and phone

## Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

## Job Information

**Position Level:** Individual Contributor

**Department:** Executive Director's Office (EDO)

**Position Status:** Permanent

**Activity Rate:** 100% (37.5 hours per week)

**Location:** Toronto

**Salary Grade:** Level C on the MSF Canada Salary Grid, \$65,530 per annum

**Status:** Must be legally entitled to work in Canada

**Benefits:** Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc), 5% RRSP contributions (no matching required), starting 4 weeks' Vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), free access to internal Psychosocial Care Unit Services and a positive and innovative office culture grounded in our core values of humanity, integrity and results.