



Last updated: February 2024

Job Title

Executive Assistant

Impact Statement

Reporting directly to the Executive Director (ED), the Executive Assistant is responsible for maximizing the efficiency and functioning of the ED's Office 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 Assistant 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. As a key member of the ED's office, the Executive Assistant is part of all Management Team (MT) meetings and is expected to work creatively to ensure the smooth integration and adoption of management initiatives.

Key Responsibilities

- Manage relationships and networks for the ED, liaising with the Board & Association as needed, facilitating information flows and
- Coordinate all communications from the ED's Office to MSF Canada and the greater movement as required.
- Execution of all administrative functions within the ED's Office, including but not limited to, appointments and scheduling, minute-taking, filing, etc.
- Coordination of events and scheduling for MSF's executive team and ED's Office including communications, logistics, etc.

Job-Specific Competencies

- **Relationship Management and ED Office Representation**
 - Clarify, prioritize, and follow-up on incoming issues and needs addressed to the ED office, including those of a confidential nature. Determine appropriate course of action, referral, or response, practicing discretion and acting accordingly.
 - Contribute to screening and managing communications with internal and external stakeholders (including the general public, MSF donors, the management team and other MSF entities), in certain circumstances determining appropriate response on behalf of the ED's office.
 - Coordinate internal communications from the EDO/ MT for All Staff, drafting, proofreading, coordinating content with contributors and proofing.
 - Facilitate networking on the ED's behalf.
 - Plan and coordinate functions, conferences or special events involving internal/ external stakeholders on the EDOs 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 (MT/ MT+ retreats, virtual and online meetings), assist in preparing agendas and handouts, take minutes, and circulate necessary information where appropriate.
- Coordinate and facilitate internal all staff meetings, forums, and engagements on behalf of the EDO.
- Liaise with the Board Administrative Assistant to ensure effective planning and communication between the Executive and Board
- Maintain an action log of decisions and actions following MT/MT+ meetings, distributing and coordinating next steps as appropriate.
- Facilitate performance review planning, leave scheduling and approvals for MT members on behalf of the ED office.
- Liaising between HR and EDO to track contract extensions for MT/staff reporting to the EDO.
- 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.
- Manage, track, and code vendor invoices and expenses on behalf of the EDO.

- **Other**

- Support the management team or other departments by taking on additional tasks or special assignments as required.

MSF Transversal Core Competencies

- **Commitment to MSF Principles; Proficiency level 2:** Demonstrates loyalty, awareness, and respect for MSF's values.
- **Cross-cultural Awareness; Proficiency level 2:** Recognizes and respects different points of view.
- **Planning and organization; Proficiency Level 3:** follows up, plans activities, and sets priorities.
- **Results and quality orientation; Proficiency Level 2:** 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 executives
- Experience within a humanitarian organization
- Experience and proficiency with MS Office suite of software, particularly Teams, Outlook, Word, Excel, PowerPoint, Forms, etc

Education, Certifications, and Languages

- Fluency in spoken and written English is required
- Fluent spoken and written French an asset

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Flexible work hours and hybrid work model
- The office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor, task lamp and telephone
- Work requires long hours 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.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts.

As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin.

We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual experiencing vulnerable circumstances to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact.

Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health.

Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.

Job Information

Position Level: Individual Contributor

Department: Executive Director's Office

Position Status: Permanent

Activity Rate: 100%, 37.5 hrs/week

Location: Toronto

Salary Grade: Level 11 on the MSF Canada Salary Grid, \$53,100 per year

Status: Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of 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), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity and results.