

## Position Description

<b>Position Title:</b>	<b>Executive Administrative Assistant</b>
<b>Primary Service:</b>	<b>Office of the Deputy Ombudsman</b>
<b>Service/Team:</b>	<b>The Ombudsman's Office</b>
<b>Reports To:</b>	<b>Deputy Ombudsman</b>
<b>Affiliation:</b>	<b>Excluded Staff</b>

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### 1. Position Summary

To provide direct support to the Deputy Ombudsman and collaborating with the Executive Administrative Assistant to the Ombudsman, and coordinating support from other members of Executive Management Team (EMT). This role also supports the Directors of Early Resolutions and Investigations, as required.

### 2. Duties & Responsibilities

- Plans and manages all aspects of the Deputy Ombudsman's schedule and works with the Director of Communications in planning, presentations, acceptance of invitations, conferences etc.
- Plans and coordinates with Communications and Operations to ensure proper support for all public releases and communications.
- Works with Communications to coordinate production of all supporting materials including speeches, briefing notes and materials for meetings, briefing materials including binders for trips etc. from start to finish.
- Consults with the Deputy Ombudsman and makes decisions regarding attendance at meetings. Coordinates EMT attendance at meetings and ensures proper briefing materials are prepared.

- Provides all required administrative supports to the Deputy Ombudsman including handling telephone calls, correspondence, etc.
- Monitors and vets all incoming communications including emails and correspondence; coordinates responses to ensure they are relevant, appropriate and timely.
- Reviews all outgoing correspondence and communications from the Deputy Ombudsman's Office.
- Coordinates all events/hospitality hosted by the Deputy Ombudsman such as hosting delegations, meetings, conferences, etc. in collaboration with Communications and/or Executive Administrative Assistant to the Ombudsman.
- Coordinates and provides support for all trips including overseeing and coordinating travel arrangements.
- Coordinates all expense claims.
- Manages tracking, record-keeping and documentation of expenses in collaboration with finance.
- Conducts research and keeps up-to-date on issues, reads media clippings, reports, etc. and may be asked to provide feedback, participates in discussions and conducts follow-up as requested in all areas including release of reports, mandate modernizations efforts, etc.
- Assists the Executive Administrative Assistant to the Ombudsman with the coordination and scheduling of quarterly general staff meeting including communication of timing and preparation of agenda (approved by Executive Management Team).
- Performs any other responsibilities and duties identified by the Deputy Ombudsman in support of her role and function.
- Back-up to the Executive Administrative Assistant to the Ombudsman.

### 3. Position Qualifications

**Education:** University degree in relevant area such as social sciences, public administration, business, law or acceptable combination of education and experience.

**Experience:**

Experience working with senior public sector executives and/or government officials, MPPs, and their offices, exposure to Legislative Assembly, and parliamentary process, knowledge of role of Office of Legislature/Parliament and of Ombudsman.

Minimum of 3 to 5 years of experience in providing administrative support at the executive level including experience scheduling, dealing with the public, maintaining filing systems and handling correspondence.

**Skills & Knowledge:**

- High level of organizational and coordinating skills, superior writing and analytical skills, advanced computer skills including with MS Office Suite, strong communication skills (oral and written), and interpersonal skills (deals well with all levels of stakeholders).
- Personal suitability: High level of discretion, tact, loyalty, excellent judgement.
- Position requires flexible individual willing to work extended hours on a regular basis including evenings and weekends.

### 4. Work Environment

The Office of the Ombudsman offers a highly charged, demanding, energetic and challenging workplace with opportunities to work on interesting issues directly affecting the citizens of Ontario. We emphasize a hard-working productive environment that encourages professional development and teamwork.

Flexibility in hours of work in order to meet the Office of the Ombudsman's business and operational requirements and the demands of the Deputy Ombudsman's schedule is required. One bi-weekly pay period is equal to 72.50 hours of compensation in a standard office environment.

**Time Pressures:**

Continual pressure to meet frequent and competing deadlines and to continuously prioritize activities and objectives. While some deadlines are known in advance, the volume of work is unpredictable and fluctuates. Missed deadlines and failure to meet objectives will cause disruption to the Office and its operations as well as the activities of the Ombudsman and could have adverse consequences for the Office's and the Ombudsman's credibility and reputation. For the most part the incumbent works independently and must have the initiative and organizational skills necessary to perform the day-to-day functions of this position with a minimum of guidance and supervision. The position requires initiative, tact and judgment to address or respond to complex issues and both internal and external inquiries. Regular discussions are held on complex issues with the Ombudsman, Deputy Ombudsman and/or Executive Management Team.

**Effect of Errors:**

Given its oversight role, the work of the Ombudsman's Office leaves little room for error. Failure to comply with legislation and/or set policies and directives of the Office can create a risk of liability and adversely impact the credibility of the Office and the Ombudsman and negatively affect operations.

**Freedom to Make Decisions:**

Incumbent makes decisions independently using a high degree of personal judgment and discretion. Decisions must often be made after weighing a number of different considerations and priorities and in some cases on short notice or with minimum time for consultation or analysis. Incumbent will make decisions on matters affecting the Office and the Deputy Ombudsman directly and may be called on to make recommendations to the Deputy Ombudsman on how to deal with sensitive and serious issues. The incumbent has regular access to the Ombudsman, Deputy Ombudsman and/or Executive Team for consultation where appropriate.

**Interpersonal Contacts:**

Regularly deals with confidential and sensitive information. Is expected to use a high level of discretion in all communications. Maintains internal as well as external contacts including but not limited to internal staff, external officials at Ministries, Boards and Commissions, peer groups, consultants and other Ombudsman Offices. Contacts are for the purpose of increasing awareness and promoting the Office of the Ombudsman and its operations and ensuring the effective use of the Deputy Ombudsman's time and the effective maintenance of her schedule. Often required to deal with individuals outside of the sphere of control of the position.



Most contacts are pleasant and for the purpose of information sharing and problem solving. The incumbent may also be called upon to deal with difficult individuals and/or communications in sensitive or volatile situations. Deals with the problems associated with the position and has access to the Deputy Ombudsman and/or Executive Management Team members for consultation, where appropriate.