

# KINGSTON

## — *Economic Development* —

**Title:** Operations and Administration Lead

**Reports To:** Chief Executive Officer (CEO)

### **Position Summary**

A trusted partner, the Operations & Administration Lead provides executive support to the CEO, is the primary liaison and secretary to the Corporation's board of directors and oversees operational administration. This is a dynamic role, and the incumbent will work independently on projects, from conception to completion, and will work under pressure to manage a wide variety of activities and confidential matters with discretion.

The Operations & Administration Lead provides exceptional service to both internal and external stakeholders, has strong enthusiasm for fostering community growth and economic development, and leverages experience to make sound decisions in a variety of situations. Understanding the Corporation's business and stakeholder relationships, excellent communication skills, meticulous administration, and discretion are required for success in the position.

### **Working Conditions**

The Kingston Economic Development Corporation is an in person working environment. The Corporation requires the physical presence of our team members to serve the community, promote in-person discussions, and foster effective teamwork on complex files.

The position requires varied hours of work to carry out the duties as assigned. The Operations & Administration Lead may be required to work outside of the Corporation's regular business hours, including evenings and weekends, which includes, but is not limited to time-sensitive projects, Corporate sponsored meetings, or events and/or stakeholder meetings and events.

### **Key Responsibilities**

#### Executive Support

- Provide confidential administrative support to the CEO, including but limited to managing contacts, technology, schedules, and meeting coordination.
- Develop and prepare regular reports related to budgeting, project administration, and operational processes for review with the CEO.
- Primary liaison for the CEO with internal and external stakeholders - responds promptly and briefs the CEO on all communications.
- As the representative of the CEO, assist in coordinating inputs for communications projects to ensure that deliverables are executed on time (i.e. reports to Council, newsletters, media advisories/releases, web content updates).
- Prepare and edit correspondence, communications, presentations, contracts and other business documents.
- Customer service excellence ensures requests for action or information are acted upon, commitment tracking, response to queries and requests.

# KINGSTON

## ← *Economic Development* ←

- Work with confidential information, and ensure privacy and confidentiality are maintained.

### Corporate Secretary

- Under the direction of the CEO, act as the primary support contact for the Board of Directors and committees of the board in relation to board business such as special events, meetings, information packages or committee meetings.
- Prepare communications, reports, packages, and other materials for Board business. Attain approvals of the CEO and Board as required and ensure that all materials are distributed on time.
- Ensure compliance with by-laws and approval procedures for documents related to Board business.
- Conduct research, assemble and analyse data, and produce reports related to Board business as directed.
- Assist with on-boarding new Board Directors and/or committee members, ensuring access to key documents and training materials.
- Responsible for maintaining Board records in compliance with applicable legislation and Corporate by-laws.
- Maintains confidentiality.

### Administration

- Works with City of Kingston Financial Services to oversee financial administration functions and duties. Administrator for financial management system (FMS).
- Works with managers to ensure financial data entry is accurate and assists in troubleshooting the FMS.
- Coordinates the collection and input of financial data for year end closing and project audits. Assists managers to monitor the compliance of project spending.
- Prepares and submits the bi-weekly payroll package to third party provider.
- Tracks and records the assignment of Corporate resources, including electronic equipment, furniture, technology, and software deployment.
- Ongoing review of operating practices and processes with recommendations for changes where necessary.
- Administrator for CRM (Salesforce): responsible for developing custom reports at the direction of the CEO and following up on system information as required.
- Maintains corporate technology/software – tracking, licenses, assist in troubleshooting, and brings forward issues to CEO.
- Manages corporate records and data per established processes in compliance with applicable legislation.
- Project support as assigned.
- Act as an ambassador for Kingston Economic Development Corporation.

# KINGSTON

## — *Economic Development* —

### **Education**

A post-secondary education is required.

A degree or certificate in a related field (business administration, public policy, economic development, commerce) is considered favourably.

### **Experience**

The Corporation acknowledges that a strong determination to excel and an eagerness to learn will, in conjunction with relevant experience, play a pivotal role in shaping the success of each individual in the role. The minimum experience requirement establishes the baseline for achieving success in this demanding, multi-stakeholder position.

- Minimum of 3 years of working experience in a fast-paced environment with exposure to a variety of business administration and/or operational functions.
- 1-2 years of experience providing support at the executive level preferred.
- Experience coordinating board and committee meetings, including scheduling, minuting, document approvals and material distribution.
- Minimum of 1 year of experience managing a database preferred: ability to understand data management, relationships, and adopt new technology quickly.
- Experience with or knowledge of business and accounting data collection, analysis, and reporting.

### **Required Skills**

- Consummate professional, able to represent the Corporation and the City of Kingston positively in all circumstances.
- Excellent communication skills, both written and verbal, to effectively collaborate with diverse teams and stakeholders.
- Commitment to maintaining high ethical standards and confidentiality in handling sensitive information.
- Exceptional organizational skills and attention to detail, with a strategic mindset for process improvement.
- Knowledge of administrative and operational processes.
- Proficiency in using technology tools and systems to support operations and administration.
- Adaptability and resilience in handling challenges and changes in a dynamic environment.

### **What We Offer**

- Hiring salary between \$50,000 and \$65,000
- A comprehensive extended benefits package including pension contributions.
- Enrolment in extended health benefits upon hire
- Three weeks' paid vacation
- Continuous learning culture with professional development support.

# KINGSTON

## — *Economic Development* —

### **Disclaimer**

The job description outlined above is meant to describe the general nature of work being performed. It is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent.

### **How to apply?**

To prepare your application, please combine your cover letter and resume as one document. Save your document in .PDF, .doc, or .docx format using: Last Name, First Name – job title as your naming convention. Please submit all applications to [careers@investkingston.ca](mailto:careers@investkingston.ca). Attach your cover letter/resume document to the email.

This is an excellent opportunity for a community minded professional to join a vibrant team. Applications will be accepted until Friday, September 8 at 5:00 pm. Applications will be considered on a rolling basis, and we will begin interviewing qualified candidates as they apply.