

## Job Description

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<b>Position Title:</b>	<b>Administrative Assistant</b>
<b>Reporting To:</b>	<b>Manager, Human Resources</b>
<b>Key Relationships:</b>	Internal – All VAA Staff External – Customers, Suppliers, General Public
<b>Supervisory Responsibilities:</b>	None

### **Position Overview**

The Administrative Assistant at Victoria Airport Authority (VAA), is the first point of contact for visitors and callers, making the position a key ambassador for our organization. The Administrative Assistant provides essential administrative support to our dynamic team, ensuring smooth day-to-day operations while delivering exceptional customer service with a friendly and professional touch.

The Administrative Assistant is a union position reporting to the Manager, Human Resources and works a 37.5-hour work week during regular office hours (Monday to Friday, 8:00 AM to 4:00 PM).

### **Education & Experience**

Completion of Grade 12 with some relevant post-secondary education required. A minimum of 3 years office administration experience in a corporate setting preferred. Applicants with an equivalent combination of education and experience may be considered. Must have a valid Class 5 BC driver's license. The ability to speak French is an asset.

### **Knowledge**

Working knowledge of business English, spelling, punctuation and math, as well as expert-level knowledge of MS Office programs (including Word, Excel, PowerPoint, SharePoint, etc.), Adobe and multi-line phone systems.

### **Abilities**

- Excellent customer service and interpersonal skills and the ability to communicate effectively, both orally and written, with internal and external customers.
- Ability to be tactful, assertive, demonstrate excellent judgment, and work as a positive and collaborative team member.
- Highly organized with the ability to work quickly, under deadlines, with conflicting demands and constant interruptions.
- Excellent computer skills and the ability to create and edit a wide variety of documents using various software packages.
- Enthusiastic, energetic, a self-starter with the ability to multi-task and work independently with limited direction.
- A positive "can do" attitude is essential and willingness to help others.
- High attention to detail with exceptional administrative skills.
- Ability to research and obtain information efficiently.

- Aptitude and willingness to learn new technology.

### **Duties**

- Deliver comprehensive administrative support to VAA team members, ensuring smooth daily operations through efficient document management, scheduling and communication assistance.
- Prepare, research, and distribute a variety of electronic documents, correspondence, databases, and reports.
- Record meeting minutes and develop presentations to support various business needs.
- Provide general reception support by greeting and assisting visitors, responding to inquiries in person, by phone, email, or social media, and offering routine information to callers, tenants, and external agencies. Direct calls and inquiries to the appropriate individual or department as needed.
- Book training and travel for team members
- Plan, coordinate and support the annual corporate health and wellness program, ensuring a variety of initiatives that promote employee well-being and engagement.
- Receive, sort, distribute or respond to incoming mail, email requests, faxes and courier deliveries.
- Schedule meetings and organize special events, make boardroom and equipment bookings and arrange catering and services.
- Order office and kitchen supplies (including coffee, milk and cream) and promotional items.
- Ensure meeting rooms and common areas are kept tidy, organized and ready for use.
- Coordinate the repair and maintenance of office equipment.
- Maintain and organize an electronic filing system and site library.
- Take personal responsibility for VAA's Safety Management System, safety related issues and integrate safety into daily work activities.
- Assist other departments in administrative functions for holiday/absence relief and general help.
- Other related duties.

### **Security**

Must pass and maintain enhanced Airport security clearance (RAIC) as a condition of employment.