



POSITION DESCRIPTION

Title: EXECUTIVE SECRETARY

Reports to: CEO & Board of Directors

Date Revised: January 2023

BASIC PURPOSE:

“We enrich lives.” The Executive Secretary provides an exceptional level of administrative and clerical support to Summerland Credit Union’s (SCU) Board of directors, the President/CEO and the executive management team. To ensure success the Executive Secretary is expected to multi-task and work well under pressure and deadlines in a fast paced environment.

Major functions of the Executive Secretary are as follow; prepares a variety of complex and confidential correspondences, minutes, agendas, filings and reports for the executive management team; attends a variety of executive management, board, or committee meetings and takes, produces and distributes minutes; prepares and distributes board material; develops agendas for committee meetings; leads the board candidate election process; coordinates and plans corporate events such as the Annual General Meeting by ensuring locations and event arrangements are booked, and assists with event material such as preparation of reports, ballots, etc. In addition, some responsibilities are at times, outside of normal working hours.

An important component for all employees at SCU is to ensure an exceptional level of service for staff and members to enhance the brand of SCU throughout the region as a respected leader of financial solutions. Expectations are that every employee will demonstrate our values of integrity, community, relationships, innovation, personal development and co-operative identity through their work and interactions with employees, members, and the community.

MAJOR RESPONSIBILITIES:

1. Prepares confidential correspondence, minutes, agendas, corporate filings and reports for executive signature; composes correspondence on executive matters; sets up appointments and meetings; provides secretarial services for the members of the executive management team as needed.

MAJOR RESPONSIBILITIES continued

2. Sets up, maintains and organizes filing systems, and provides for safe custody, use and record keeping of the corporate seal. Completes administrative reporting, as required.
3. Coordinates and aids in large corporate mailings.
4. Attends a variety of senior management and/or board meetings, taking, producing, and distributing minutes as appropriate; distributes packages/agendas prior to meetings, where required.
5. Compiles, proofs and revises drafts of documents and reports.
6. Coordinates SCU's Annual General Meeting and Election process by preparing AGM Notice and Call for Board nominations; ensures Director candidates' biographies are circulated and assists with election procedures; coordinates all arrangements for Annual General Meeting, including any membership mailings, location rental, meetings and refreshments etc.
7. As Board Secretary & liaison:
 - a) Coordinates the attendance and meeting materials for Board & Board committee meetings, including meals & refreshments if required,
 - b) Coordinates and enrolls board members for either "in person" or virtual training and ensures that new directors are registered for mandatory modules within specified timeframes,
 - c) Makes travel arrangements for Board members to attend "in person" training sessions and other Board functions,
 - d) Completes, maintains, and files as required, Board related regulatory documentation and all Board related meeting minutes, and distributes to other departments, or staff as needed.
8. Distributes information including annual attestations to staff as required; ensures any reports or forms for executive management are filed with regulators when required.
9. Participates in ad hoc executive projects as needed.
10. Coordinates the annual Strategic Planning Session; prepares any materials required, books meeting rooms, including making accommodation and meal and refreshment arrangements.
11. Adheres to security procedures and protocols as they pertain to position.

QUALIFICATIONS:

EDUCATION and EXPERIENCE;

- Degree or Certificate in Business Administration
- Other related post-secondary courses
- Minimum four (4) years' job related experience.

OR EQUIVALENT EDUCATION and/or WORK EXPERIENCE

POSITION COMPETENCIES;

- Basic knowledge of Credit Union products and services.
- Working knowledge of Credit Union system regulations and legislation.
- Strong verbal and written communication skills.
- Working knowledge of personal computer-based literacy skills, including keyboarding, Windows operating system, internet access and e-mail.
- Working knowledge of the suite of Microsoft Office programs including Word, Excel, Teams and PowerPoint.
- Working knowledge of "Robert's Rules of Order"
- Accomplished time management, problem solving and organizational skills.
- Strong knowledge of directory and content management
- Accomplished secretarial, office organization and coordination skills.
- Strong knowledge of Corporate Governance, Strategy and working with boards on policy development and maintenance.

Reviewed and Acknowledged

Employee Signature: _____ Date: _____

QUALIFICATIONS continued

Summerland Credit Union Leadership VALUES;

- **EXCEPTIONAL SERVICE / RELATIONSHIPS / INTEGRITY:** Provides an outstanding level of service to create lifelong members which results in enthusiastic referral sources who value the relationships and experiences they receive. We believe in collaborative, mutually beneficial relationships that are built with respect, whether with our employees, members, or business partners; relationships are of the utmost importance. Our character is rooted in the principles of honesty, accountability and “doing the right thing” for our members. It’s what has guided us to now and will continue to drive us into the future.
- **INITIATIVE / INNOVATION:** Identifies what needs to be done and takes action to achieve standards of excellence beyond job expectation; is a self-starter; contributes new ideas; looks for ways to add value to our company; recognizes and acts upon opportunities; focuses on achieving results. We embrace the entrepreneurial spirit that allows us to make bold decisions. Never satisfied with the status quo, we are in pursuit of innovative ways to enhance services for our members and further our prominence in the industry.
- **CO-OPERATIVE IDENTITY:** We are a co-operative financial institution and as such subscribe to the co-operative identity, values and principles adopted around the globe.
- **COACHING / PEOPLE:** Provides timely guidance and feedback to help colleagues and peers strengthen knowledge and skills to provide exceptional service to members; provides instruction, positive models, and opportunities in order to help others develop skills; establishes good interpersonal relationships by helping people feel valued, appreciated and included. We believe in a diverse, inclusive environment where new ideas are welcomed and personal development, through continuing education, is encouraged.
- **COMMUNITY:** Acts as a leader within the community and participates in various community events; looks for ways to support the community and serve both our members and other Credit Union members visiting our community. Community is at the centre of everything we do. We are committed to supporting and investing in the people and ideas which will foster the growth of our community for years to come.
- **COMMUNICATION and INTERPERSONAL SKILLS:** Communicates effectively and respectfully at all times by actively listening and sharing relevant information; applies strong negotiating and team building skills that result in effective working relationships.