



## **EXECUTIVE ASSISTANT TO THE DIRECTOR**

Emery Business Improvement Area

A Business Improvement Area (BIA) is an association of commercial property owners and tenants within a defined area who work in partnership with the City to create thriving, competitive, and safe business areas that attract shoppers, diners, and new businesses. Emery Village BIA is one of Toronto's largest BIAs, encompasses an Employment Area that includes Industrial, Commercial and Retail Businesses and properties. By working collectively as a BIA, local businesses have the organizational and funding capacity to be catalysts for civic improvement, enhancing the quality of life in their local neighbourhood and the City as a whole. The BIA works to bring streetscape improvements to the area, bring together communities in events, place making and gives voice to local businesses in policies and program supports.

The Executive Assistant to the Director is responsible for supporting the Executive Director and other staff with administrative, casework, policy writing, event planning, and and other projects. The EAD also provides communications and IT support.

### ***Administrative/Bookkeeping***

*Provide Support/Stand In As Needed:*

- Retrieve and pay all invoices on time
- Apply budget codes to financial transactions for records
- Reconcile Visa statement with receipts
- Banking/deposits
- Prepare monthly accounting files for accountant and coordinate pick-ups
- Obtain signing officer signatures as needed
- Regular office operations/maintenance: answering the phone, retrieving messages, maintaining files, folding, stuffing and mailing as needed, take inventory/order office supplies, clearing/washing dishes, taking out garbage and maintaining a clean office and boardroom table
- Assist in maintaining contact lists (office equipment suppliers, media contacts, Board of Management and Committee Member contacts, business directory, events suppliers, sponsors, etc.)
- Assist with database administration. Inputs and maintains accurate and current information regarding BIA tenants and members
- Assist with organizing Board of Management meetings as needed: schedule meetings and prepare agendas with the Executive Director, make all required arrangements for meetings including food and refreshments, contact all required Board Members and interested parties to attend meetings, prepare and distribute committee minutes or notes, follow-up on issues as required

- Work with ED to organize Annual General meeting, including preparing/photocopying materials for meeting, agenda, sending notice to membership via postal walk, etc.
- IT support, cloud computing and filing
- Create policies

### **Casework Coordination**

*Provide Support/Stand In As Needed:*

The EAA will ensure provision of one to one casework support for business members in a safe and confidential manner. They will advocate on behalf of the businesses and liaise with the City of Toronto, the provincial and federal governments as needed, in order to help businesses achieve positive outcomes, to service the needs of that business and the BIA as a whole. The EAA will apply sound judgment in working with businesses with complex issues, and the ability to demonstrate compassion when communicating difficult messages.

- Drive around BIA catchment area
- Record property issues (garbage/junk, dilapidated vehicles, long grass, etc.)  
Note if issue is on private property or right of way, if possible
- Respond to complaints made by business members, record, and offer solutions where possible
- Take photos of property issues if safe to do so
- Call 311 to report issues
- Record Reference number
- Record in *Filemaker* and print out copy.
- File record in property file (if property does not have a file, place in street name file)

### **Event Planning**

*Provide Support/Stand In As Needed:*

- Initiate and plan educational seminars throughout the business membership
- Organization and execution of all BIA events, including obtaining venue, entertainment, sponsorships and donations, sell tickets
- Work with ED to come up with theme and décor ideas
- Give direction to EA of Communications regarding graphics, ensure proper advertising of event on website, social media
- Work with ED for criteria EVBIA Awards

### **Communications**

*Provide Support/Stand In As Needed:*

- Update content as necessary on the Emery Village BIA website: post events, files, documents, surveys etc.
- Lead the social media communications for all events

- Twitter, Facebook, and others as identified
- Develop copy for events, festivals and programs
- Provide logistical on site support to events as appropriate
- Produce timely and relevant content for a variety of sources including but not limited to: Website, Publications, Newsletters and Brochures
- Obtain sponsorship for various events throughout the year
- Able to conduct interviews on different companies in the community to feature in our community newspaper, The Emery Village VOICE
- Other duties as required

### **Required Skills and Experience**

- Very strong computer skills, including: Word, Excel, Powerpoint,
- Proficient with database and spreadsheet applications, webpage applications and social media
- Must be a detail oriented person and self-starter
- Strong organizational skills
- Must be able to work independently and as a member of the team
- Must be able to take direction and execute
- Strong oral and communication skills

### **Other Requirements**

- Must have a valid driver's license and vehicle
- Must be able to work some evenings and weekends in order to fulfil obligations at Board of Management Meetings, Committee Meetings, and Community/other events