

A.J. STONE COMPANY LIMITED
JOB DESCRIPTION



POSITION:	Executive Assistant/Coordinator	PAGE:	Page 1 of 6
REPORTS TO:	Vice President, Operations Vice President, Sales & Service	DATE:	January 2024
TYPE:	Permanent, Full Time	REVISION:	NA

JOB SUMMARY

The Executive Assistant/Coordinator is responsible for providing efficient and high-quality administrative and project management support to senior executives, specifically working closely with the Vice President of Sales & Service. This role requires discretion, professionalism, and solid judgment in representing the team. The incumbent must be a proven high achiever who is strongly detail oriented, goal driven and conscientious about deadlines and deliverables. The expectations of this role is to organize and manage competing tasks and priorities effectively and efficiently. Primary responsibilities is to manage and execute specific projects and coordinate the work and busy schedule of the Vice President of Sales & Service. The role requires an individual who excels as part of a team and who thrives in an office/administrative environment.

The successful candidate will have superior organization and time management skills, and the ability to handle a variety of responsibilities. The role is fast paced with multiple demands and frequent interaction with all departments. Demonstrated regard for confidentiality and a high level of judgment and ability to solve for solutions will make you a great candidate.

The primary responsibilities include:

- ✓ **Executive Administration:** Coordinate and manage the executive's calendar, including establishing priorities and responses, scheduling appointments, meetings, and events, arranging travel plans, itineraries, and agendas; coordinating meetings; taking meeting minutes, file correspondence and maintain file systems, compiling documents for meetings.
- ✓ **Communication and Correspondence:** Managing, drafting, and proofreading executives' emails, letters, proposals, presentations, and reports, maintaining a consistent tone aligned with the company's brand, and ensuring clear communication at all times. Provide a bridge for smooth communication between the executive team and internal departments; demonstrating leadership to maintain credibility, trust, and support with senior management staff.
- ✓ **Tender/Project Coordination:** Planning and execution of tenders and proposals. Coordinating tasks, deadlines, and resources to ensure successful project outcomes. Prioritize conflicting needs, handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.

The Executive Assistant/Coordinator, plays a vital role in ensuring a high level of administrative support to the organization, often working with, and coordinating cross-functional teams, maintaining time sensitive deliverables, setting up project timelines, and facilitating effective communication among executives and team members ensuring to achieve objectives.

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DUTIES AND RESPONSIBILITIES

Executive Administration-Communication and Correspondence

- Provide confidential administrative support to the executive team, specifically the Vice President of Sales & Service including:
 - calendar management and coordination,
 - manage email inboxes, acts/responds and follows-up on inquiries, ensuring the necessary background information for a response,
 - act as a gatekeeper, managing access to executives and filtering information,
 - help executives prioritize tasks and manage their workload effectively,
 - develop, format, proofread, edit, or revise correspondence, reports, presentations, spreadsheets, and relevant reports,
 - receive incoming mail, screen, and distribute accordingly,
 - follow up with team on high value/sensitive orders and provide timely updates to executives, using ERP system and communications to applicable team members,
 - coordinate meeting logistics - schedule, setup (virtual/in-person) including calendar invites, prepare meeting materials including agendas, reports, presentations, setup meeting audio visual, take accurate meeting minutes and distribute according to policy and procedure.
 - information management: organize and maintain files (including digital) records, and documents ensuring an efficient and organized system.
 - research and gather information as needed for projects or reports,
 - facilitate errands and executive purchases, where and when required.

Proposal Administration

- Overall administrative management of all proposals (bids/tenders) and contracts in response to request for proposals/quotes from customers.
 - Monitor, on a daily basis, bid sites for relevant business opportunities.
 - Identify response deliverables, establish submission schedules, develop/manage checklists, and communicate responsibilities and accountabilities to response team.
 - Coordinate proposal kick-off and review meetings, identify, and track action items and maintain communication with team members regarding deadlines and requirements.
 - Coordinate and compile submission requirements/documents and collate into required formats.
 - Ensure all prepared proposals and qualification submissions are high quality and compliant.
 - Proofread proposals to ensure they follow company standards for accuracy, quality writing, marketing focus and branding.
 - Submit proposal responses using a variety of systems and methods; electronic, online bid portals, email, and hardcopy.

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- Coordinate and log successful/unsuccessful awards, contract timelines, bid debriefs, and lessons learned so that it can be applied to future submissions.
- Contract management: Ensure customer service and management follow up on all contracts after award.
- Work with management to develop procedural changes and efficiencies in the proposal process.

Other Requirements

- Participate in company events and meetings, on occasion, where and when required, including overnight travel for multiple days.
- Build and maintain positive relationships with internal and external stakeholders.
- Seek opportunities where A.J. Stone has the potential to achieve a competitive advantage.
- Ensure compliance with company policies, procedures, company values and quality standards.
- Participate in fiscal year-end procedures (inventory counts, administrative duties).
- Assist in identifying and recommending opportunities for cost savings and increased efficiencies through new/updated procedures, elimination of duplication, use of technology and task management.
- Work with other departments/management team on operational projects. Maintain project timelines, to ensure tasks are accomplished on time.
- Assist other executive management team, when, and where required.
- Other duties as assigned.

SUPERVISION

This position does not require the incumbent to directly supervise employees.

COMMUNICATION

Internal: A combination of oral and written communications with executives, management, and co-workers to clarify, provide and share concise, detailed information to direct and complete assignments.

External: A combination of oral and written communication with customers, vendors, and service providers.

The Executive Assistant/Coordinator excels in clear and concise communication, demonstrating proficiency in written and verbal interactions. Active listening, professionalism, and diplomacy are key attributes, fostering trust and reliability.

As a gatekeeper, adept interpersonal skills enable effective screening and prioritization of communications, preserving executives time. Adaptability, responsiveness, and a commitment to confidentiality further contribute to the efficient flow of information.

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EFFORT FACTORS

Physical Demands

The incumbent will be exposed to a combination of office and warehouse environments.

Extended periods of time sitting and working at a desk utilizing a computer, talking on the phone. document handling. Office and warehouse mobility including meeting setup, office equipment operation and multitasking.

Potential of extended periods working in a warehouse setting which includes climbing, reaching, bending, and stooping.

Mental Demands

The following cognitive and mental requirements are necessary; managing a dynamic and often unpredictable workload, ensuring that crucial deadlines are met and the executive's schedule remains optimized; ability to reason logically and make sound decisions; consider alternative and diverse perspectives; strong interpersonal and communication skills to communicate clearly, and accurately both orally and in writing; interact effectively with people in a positive manner that creates confidence and trust; ability to work and sustain attention with distractions and/or interruptions whilst managing a number of requests and projects at one time.

Must have excellent attention to detail, be self-directed, able to motivate and is motivated, high degree of cognitive flexibility and organizational ability; be extremely resourceful and solutions oriented; able to make rapid decisions, necessitating the ability to assess and address issues swiftly; adopts a continuous improvement approach, and has a strong ability for analyzing information.

Must be available and accessible to the Vice President of Sales and Service for call-ins and for evening/weekend work. The Executive Assistant/Coordinator must be prepared to deal with emergencies and stressful situations at any time.

WORKING CONDITIONS

Exposure to a normal office environment and a warehouse environment. The incumbent will be required to multi-task, and demonstrate a high level of detail and accuracy, during frequent interruptions from staff and management.

TRAVEL

Will be required to travel for events and meetings in Canada and the United States on occasion, for multiple days, staying in hotels/motels.

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Incumbent must have valid provincial driver's license and maintain "approved" driver status and/or a clean driving abstract to A.J. Stone's satisfaction. Must have access to reliable vehicle.

KEY SKILLS, KNOWLEDGE, AND ABILITIES

1. Highly developed organizational skills to ensure information is managed and delivered in a timely and effective manner.
2. Ability to work under pressure and coordinate numerous activities and people to achieve maximum efficiency.
3. Strong interpersonal skills, presentable, strong common sense & excellent communication skills – both oral & written.
4. Demonstrated experience managing a complex and ever-changing schedule of meetings (virtual and in-person), phone calls and workload.
5. Proficiency in email/proposal/letter writing, presentation/report preparation and documenting meeting notes with accurate spelling, punctuation, and grammar.
6. Proactively determine task priorities and organize work flow accordingly.
7. Ability to work independently and unsupervised.
8. Understanding of bid management processes with ability to take ownership and deliver high quality proposals.
9. Demonstrated experience managing, planning, organizing, and coordinating projects.
10. Flexibility of work hours to ensure deliverables are met in a fast-paced environment of changing/conflicting priorities and high deadline demands.
11. Ability to meet deadlines which are frequently tight.
12. Ability to take initiative when appropriate and to respond appropriately to requests for information.
13. Diplomacy and negotiation skills to manage potential issues/conflicts.
14. Ability to maintain strict confidentiality. Ability to deal with sensitive matters and information in a discreet manner.
15. Proficiency in Microsoft Office 365 – Outlook, Excel, Word, Teams, and it's Apps.
16. Familiarity with technologies for e-mail, phone, and office management.
17. Experience with customer relationship management or EFP software is an asset (Salesforce, SAP, Spire). Experience with SharePoint would also be considered an asset.
18. Positive attitude, solid initiative & people management skills.

QUALIFICATIONS

The preferred candidate will have a bachelor's degree or relevant education in business or office administration, and three (3) years' experience as an executive assistant/administrator. At minimum, the candidate must have a high school diploma or equivalent approved GED, in addition to five (5) years of work experience supporting executive office administration. Other relevant education will also be considered.

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Incumbent must be highly proficient in Microsoft Office 365, specifically Outlook, Word, Excel, PowerPoint. Strong skills with electronic calendar management, Microsoft Office 365 apps, Adobe Acrobat Pro. Knowledge of Customer Relationship Management Systems or Enterprise Resource Planning Software (ERP) – Spire would be considered an asset. Knowledge of project management software and tools. Skilled with virtual communication tools (MS Teams, Zoom, WebEx). Strong internet research skills. Must have strong knowledge of standard office equipment including projectors, conference call systems, fax machines, photocopiers, printers, phone systems etc.

The incumbent must have strong organizational and multitasking skills; possess excellent written and verbal communication skills; have a professional phone etiquette and the ability to interact effectively with internal and external stakeholders; strong ability to prioritize tasks, manage time efficiently, and meet deadlines; have a demonstrated ability to handle sensitive information with discretion; be flexible to handle changing priorities and a dynamic work environment; encompass thoroughness in completing tasks with a high level of accuracy and detail; ability to identify and resolve issues independently; must possess a polished and professional demeanor in both appearance and conduct; ability to work collaboratively with other members of the team and across departments; have a proactive approach to tasks and a willingness to take on additional responsibilities; possess experience or skills in coordinating and managing projects; ability to find solutions and workarounds independently; willingness to stay updated on industry trends and continuously improve skills.