

Executive Administrative Assistant-1104488
Canada/Ontario/Toronto/200 Bloor Street E

Description:

Manulife's Investment Division is a leading global investment manager with offices in Canada, the United States, the United Kingdom, Japan, Australia, Hong Kong and throughout Asia. Operating globally as Manulife Asset Management, the asset management division of Manulife Financial, we offer a diversified group of companies and affiliates providing comprehensive asset management solutions for institutional investors, investment funds and individuals in key markets and around the world. Manulife Asset Management manages a broad range of investments including equities, government and corporate bonds, real estate, mortgages, oil and gas, timber, agriculture and structured products. The Investment Division is a significant market player with more than C\$298* billion in assets under management.

This role provides a full range of day-to-day support to the Head of Sales & Relationship Management and his direct and indirect reports in the Sales/Service group (a total of 12 persons). The position requires a person with strong professional values, good communications skills, as well as excellent time management skills. This role is expected to help the group create and maintain strong internal and external relationships in order to meet/exceed our service level commitments and look for opportunities to improve and grow our business relationships.

Specific responsibilities include:

Manage day-to-day administration business needs for the Head of Sales & Relationship Management and his team, ensuring high quality of service and professional image, by identifying and streamlining opportunities that ensure continuous improvement. **60%**

- Administrative support: word processing, filing, photocopying, faxing, maintaining records, phones, mail, supplies, travel arrangements, expenses, courier shipments, receiving visitors
- Business Unit approver for all hardware/software requisitions for Sales and Relationship Management
- Presentation/Material coordinating - printing, finishing, etc. and monitoring quality control
- Maintaining service/supplies for Copiers/Printers
- Calendar management for team
- Responsible for department "social functions" (i.e. client events, invitations, ticketing, scheduling)
- Proactively identify opportunities to help improve the team's productivity

Expense Management: 10%

- Coordinate coding, payment and tracking of invoices and expenses
- Process Concur expenses for the Head of Sales & Relationship Management and his team
- Department point of contact for those incurring issues with Concur/Expense management

Meeting co-ordination: 10%

- Ordering catering items for various meetings
- Coordinating internal and offsite meetings
- Work with the Event Manager; assist in planning and coordination of events and promotions
- Point of contact for meeting room bookings
- Maintaining distribution lists for teams and committees

Reporting: 10%

- Track and report expenditures for the team (tickets, promotional items, dinners, client events)
- Absence tracking administrator for dept
- Promotional Items Program: work with the National Event Specialist to organize and administer promotional items

New hire/Space Mgt: 5%

- Complete/assist documentation required for new hires/changes of staff
- Order laptop/land telephone/mobile devices for new hires
- Coordinate any moves for the group

Inventory Control: 5%

- Maintain and monitor supply/inventory for the team

Qualifications:

- University degree required preferably in business, finance, economics or related discipline
- 2 years in the asset management industry preferred
- Excellent organization, multi-tasking, prioritization and time management skills

- Excellent PC/technical knowledge with fluency in Microsoft Office and web-based applications
- Excellent customer service skills
- Solid communication skills, both verbal and written
- Ability to manage high volumes of work within the established service delivery commitments
- Analytical, problem solving, decision-making and conflict resolution skills
- Strong demonstrated professionalism and judgment
- Superior technical experience in the application of Administrative tools
- Ability to work with a diverse team of senior leaders with different styles
- Ability to perform all administrative tasks/support for the group to ensure timely efficiency of administrative requirements
- Willingness to enroll in business related courses would be considered a value

About Manulife Financial

Manulife Financial is a leading Canada-based financial services group operating in 21 countries and territories worldwide. For more than 120 years, clients have looked to Manulife for strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions. Our international network of employees, agents and distribution partners offers financial protection and wealth management products and services to millions of clients. We provide asset management services to institutional customers worldwide as well as reinsurance solutions, specializing in property and casualty retrocession. Funds under management by Manulife Financial and its subsidiaries were C\$492billion (US\$473 billion) as at September 30, 2011. The Company operates as Manulife Financial in Canada and Asia and primarily as John Hancock in the United States.

Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '945' on the SEHK. Manulife Financial can be found on the Internet at manulife.com.

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