Job Posting

Senior Administrative Coordinator

Full-Time | Medicine Hat, Alberta | In-Office

About HALO

HALO Air Ambulance is a charitable helicopter emergency medical service and public-safety organization serving rural and remote communities across Southern Alberta. HALO operates in a complex environment involving aviation, emergency medical services, public safety, charitable fundraising, government relations, community engagement, and organizational governance.

Every role at HALO contributes to the organization's ability to remain ready, responsive, and accountable to the communities it serves.

Position Summary

The Senior Administrative Coordinator provides dedicated administrative and organizational support to the Chief Executive Officer.

The position is responsible for helping the CEO manage a demanding and highly variable schedule, prepare for meetings and engagements, maintain correspondence and follow-up systems, organize executive records, coordinate travel and meeting logistics, and ensure that all commitments requiring the CEO's attention are tracked and completed.

This is a high-trust assistant role. The successful candidate will work closely with the CEO and will regularly handle confidential, sensitive, time-critical, and politically aware information. The individual must demonstrate excellent judgement, discretion, accuracy, initiative, and the ability to anticipate administrative requirements before they become urgent.

The Senior Administrative Coordinator does not function as a deputy to the CEO, exercise authority over other team members, or serve as an intermediary between the CEO and the organization. The position supports the CEO's effectiveness while respecting the responsibilities, expertise, and reporting relationships of existing staff, senior leadership, contractors, and operational personnel.

Primary Responsibilities

- Executive Calendar and Schedule Management
    - Coordinate and maintain the CEO's calendar, including internal meetings, external appointments, organizational events, travel, public appearances, and personal scheduling considerations affecting availability.

- Assess scheduling request, identify conflicts, and bring priority or timing concerns to the CEO.
- Coordinate meeting dates, participants, locations, virtual links, room bookings, and related logistics.
- Protect appropriate preparation, travel, administrative, and focused-work time within the CEO's schedule.
- Provide the CEO with timely reminders and concise daily or weekly schedule summaries.
- Anticipate scheduling pressures and recommend practical adjustments for the CEO's approval.

- Meeting Preparation and Follow-Through
  - Prepare meeting folders, briefing packages, background documents, agendas, speaking materials, contact details, directions, and other relevant information.
  - Confirm that the CEO has the materials required for upcoming meetings, presentation, events, and stakeholder engagements.
  - Attend selected meetings when requests to record notes, decisions, commitments, and follow-up items.
  - Maintain a confidential CEO action and commitment tracker.
  - Follow up with the CEO regarding outstanding decisions, approvals, correspondence, and commitments.
  - Distribute or file meeting materials and follow-up commitments as directed.

- Program Development & Administrative Support
  - Provide administrative support to the Program Development Coordinator as assigned.
  - Assist with the preparation, scheduling, and publication of approved social media content and organizational communications.
  - Maintain social media publishing calendars and posting schedules.
  - Support donor and stakeholder database administration, including data entry, record maintenance, reporting, list management, and quality control.
  - Assist with donor acknowledgement processes, campaign tracking, and administrative follow-up activities.
  - Support event registration, participant tracking, sponsorship documentation, and related administrative processes.
  - Generate routine reports and mailing lists from the donor management system as required.

- Assist with maintaining accurate and complete records relating to donors, sponsors, community partners, volunteers, and stakeholders.
- Support implementation of established communications and fund development activities under the direction of the appropriate organizational lead.

The position may provide administrative support relating to communications, donor management systems, and community engagement activities. Responsibility for communications strategy, content development, stakeholder engagement, donor stewardship, fundraising strategy, campaign design, and program development remains with the appropriate organizational lead.

- Correspondence and Communications Support
  - Monitor and organize correspondence directed to the CEO in accordance with established access and delegation protocols.
  - Identify messages that are urgent, sensitive, decision-related, or time-critical.
  - Prepare initial drafts of routine correspondence, acknowledgements, invitations, thank-you messages, meeting confirmations, and follow-up communications.
  - Format, proofread, and finalize letters, briefing notes, reports, presentations, and other CEO materials.
  - Maintain accurate contact information and correspondence records for key stakeholders.
  - Ensure that communications issued from the CEO's office are accurate, professional, timely, and consistent with the CEO's direction.

  The position may prepare and coordinate communications but does not independently establish organizational messaging, government-relations positions, fund development strategy, or public policy positions.

- Travel and Engagement Coordination
  - Arrange transportation, accommodations, registrations, itineraries, and other travel requirements for the CEO.
  - Prepare complete travel and engagement itineraries, including schedules, locations, contacts, confirmation details, briefing materials, and contingency information.
  - Coordinate logistical requirements for conferences, public events, government meetings, community engagements, and speaking appearances.
  - Track receipts and assemble expense documentation following travel or organizational activities.
  - Ensure that schedule changes are communicated promptly to affected parties.

- Board and Governance Administration

- Support the CEO with the administrative preparation of Board and Committee materials.
- Assemble and distribute CEO-provided reports, briefing materials, attachments, presentations, and supporting documents.
- Assist with scheduling Board, Committee, strategic-planning, and governance-related meetings as assigned.
- Maintain current Board and Committee contact lists, calendars, attendance records, and administrative files.
- Track governance-related dates, recurring reporting requirements, and CEO commitments arising from Board processes.
- Support approved document formatting, version control, distribution, and records retention.

The position provides administrative support to governance processes. It does not direct the Board, interpret governance authority, develop policy independently, or assume the responsibilities of the Board Secretary unless separately and formally assigned.

- Executive Records and Information Management
  - Establish and maintain organized electronic and physical files for the CEO's office.
  - Maintain confidential records relating to executive correspondence, agreements, government relations, personnel matters, legal matters, governance and strategic initiatives.
  - Apply consistent naming, filing, version-control, retention, and access practices.
  - Locate and assemble historical documents, correspondence, decisions, and background information when required.
  - Protect confidential information and exercise appropriate judgment regarding access, storage, transmission, and discussion.
  - Assist the CEO in ensuring that official records, decisions, correspondence, and governance materials are maintained within approved organizational systems and are accessible to authorized personnel in accordance with organizational policy.
- Administrative and Logistical Support
  - Coordinate document signatures, approvals, courier arrangements, printing, scanning, binding, and distribution.
  - Prepare executive expense submissions, purchasing documentation, registration forms, and administrative approvals.
  - Assist with hospitality arrangements for meetings involving government officials, donors, Board members, external advisors, and other guests.

- Ensure meeting rooms and presentation materials are appropriately prepared for CEO-led meetings.
- Undertake reasonable administrative tasks that allow the CEO to remain focused on strategic leadership, stakeholder relationships, organizational development, and miss-critical responsibilities.

- Special Assignments
  - Conduct limited background research and assemble information at the CEO's direction.
  - Assist with time-sensitive administrative projects connected to the CEO's office.
  - Support confidential recruitment, organizational reviews, contracting, or stakeholder processes as assigned.
  - Provide logistical and administrative assistance during major HALO events or periods of elevated organizational activity.
  - Perform other related executive support duties assigned by the CEO.

  Special assignments do not transfer permanent ownership of another team member's function to this position.

- Operational Administrative Support
  - Assist with travel coordination and logistical arrangements for operational personnel, including pilots, aircraft maintenance engineers, and other traveling staff.
  - Coordinate flight, accommodation, vehicle rental, and itinerary requirements in accordance with established organizational policies and budgets.
  - Compile, reconcile, and prepare expense documentation for review and approval.
  - Assist with tracking operational travel costs and supporting documentation.
  - Coordinate duty gear procurements, issuance, inventory tracking, replacement, and sizing requirements.
  - Maintain records relating to uniforms, duty gear, personal protective equipment, and operational equipment assigned to personnel.
  - Support onboarding and offboarding administrative requirements for operational personnel, including document collection, equipment assignment, and records administration.
  - Assist with scheduling and tracking required training, certifications, licences, medicals, security clearances, and professional development activities.
  - Maintain administrative tracking systems relating to operational credentials, expiry dates, and renewal requirements.

- Coordinate shipping, receiving, and distribution of operational supplies, equipment, and materials as required.
- Assist with the preparation and organization of operational meeting materials, briefing packages, and supporting documentation.
- Support fleet, hangar, and operational record administration as assigned.
- Assist with vendor coordination, service scheduling, and administrative follow-up associated with operational activities.
- Coordinate travel and accommodation arrangements for visiting instructors, consultants, auditors, contractors, and operational partners.
- Provide administrative support during operational projects, aircraft maintenance events, readiness initiatives, exercises, and special operations.

The Senior Administrative Coordinator provides administrative and logistical support to operational activities but does not direct flight operations, maintenance activities, medical operations, training programs, safety management systems, regulatory compliance functions, scheduling authority, or operational decision-making responsibilities.

Role Boundaries

The Senior Administrative Coordinator:

- Does not act as the CEO's second-in-command;
- Does not supervise staff unless formally assigned a limited administrative responsibility;
- Does not assign organizational priorities on behalf of the CEO;
- Does not manage program development, communications, fundraising, events, aviation, maintenance, finance, or public-safety operations;
- Does not become a required gateway between the CEO and HALO personnel;
- Does not independently commit HALO to a position, expenditure, partnership, agreements, or course of action;
- Does not speak on behalf of the CEO unless specifically authorized;
- Does not replace the responsibilities of the Administrative Support Services Coordinator or other existing team members;
- Does not assume that access to confidential information provides decision-making authority.

When coordinating information or logistics, the position acts under the CEO's direction and with appropriate regard for existing responsibilities and reporting relationships.

Working Relationships

The Senior Administrative Coordinator reports directly to the Chief Executive Officer and work collaboratively with:

- HALO staff and senior leadership;
- The Administrative Support Services Coordinator;
- Aviation and maintenance personnel;
- Board and Committee members;
- Government and public-sector representatives;
- Donors, corporate partners, and community stakeholders;
- Professional advisors, contractors, and service providers;
- Volunteers and event personnel

Qualifications

Required

- Post-secondary education in office administrative, business administrative, communications, nonprofit administration, or a related field, or an equivalent combination of education and experience.
- At least three years of progressively responsible administrative experience.
- Demonstrated experience supporting a senior leader, executive office, professional practices, public-sector leader, or similarly complex environment.
- Strong proficiency with Microsoft 365, including Outlook, Word, PowerPoint, Teams, SharePoint, and electronic document-management practices.
- Excellent written communication, proofreading, formatting, and organizational skills.
- Demonstrated ability to manage calendars, meeting logistics, correspondence, records, and competing priorities and deadlines.
- Ability to work independently, take direction, and identify when a matter requires escalation or clarification.

Strong Assets

- Experience in a nonprofit, charity, healthcare, aviation, emergency services, government, or public-safety environment.
- Experience coordinating executive travel and stakeholder engagements.
- Familiarity with government-relations, donor-relations, or community-engagement environments.

- Experience preparing professional reports, briefing materials, presentations, agendas, and meeting records.

Core Competencies

Discretion and Judgment

Handles confidential information carefully, understands professional boundaries, and recognizes when a decision must remain with the CEO or another accountable role.

Anticipatory Support

Looks ahead, identifies administrative needs, prepares materials early, and reduces avoidable last-minute demands on the CEO.

Organization and Follow-Through

Maintains reliable systems for schedules, documents, commitments, approvals, correspondence, and deadlines.

Accuracy

Produces careful, complete, and professional presented work. Verifies names, dates, locations, attachments, and instructions before materials are issued.

Professional Communication

Communicates warmly, clearly, and appropriately with people at all organizational and stakeholder levels.

Adaptability

Remains organized when schedules change, priorities shift, or urgent matters arise.

Service Orientation

Takes genuine satisfaction in enabling another person and the broader organization to work effectively. Understands that influence in this role comes from trust, reliability, and judgments rather than positional authority.

Low-Ego Collaboration

Works comfortable behind the scenes, respects the responsibilities of other, shares information appropriately, and does not seek to become the centre of decision-making.

Working Conditions and Commitments

- Primarily office-based at HALO's Medicine Hat facility.
- Regular weekday schedule, with some flexibility required for early meetings, evening meetings, travel, major events, and time-sensitive organizational matters.
- Occasional travel may be required.

- The role involves frequent interactions with confidential personnel, governance, financial, donor, government, and operational information.
- The position operates in a dynamic public-safety, emergency medical services, and aviation environment where priorities may change quickly.
- The successful candidate must be comfortable working within a small, collaborative team where professionalism, adaptability, and willingness to serve are important.

Measures of Success

Success in this role will be demonstrated by:

- The CEO arriving at meetings and engagements prepared;
- Fewer missed follow-ups, deadlines, approvals, and commitments;
- A well-managed and realistic executive calendar;
- Timely, accurate, and professional correspondence;
- Complete and accessible executive records;
- Improved visibility of matters awaiting CEO attention;
- Effective scheduling and travel coordination;
- Strong confidentiality and sound judgment;
- Positive working relationships across the HALO team;
- Clear respect for role boundaries and existing organizational responsibilities;
- A measurable reduction in avoidable administrative demands on the CEO.

Compensation

Compensation will be established based on experience, qualifications, scope, and HALO's approved compensation structure.

Why Join HALO?

At HALO, every role contributes to saving lives. You'll work alongside a passionate, professional team that values collaboration, innovation, and community partnership. We offer meaningful work, a positive environment, and the opportunity to see the direct impact of your efforts.