



Position: Operations Executive Administrative Assistant

Job Description

Reporting to the Operations Director, The Executive Administrative Assistant provides assistance to the members of the Executive Management staff (currently the Executive Director and Operations Director). Duties include clerical assistance; assistance with board activities; and administrative support as well as routine office related functions inclusive of however; not limited to keeping official corporate records and execution of administrative policies determined by or in conjunction with the Board of Trustees. The work week will consist of 40 hours, however; may vary depending on the needs of the Agency.

Requirements

- Prior Administrative and Executive Administrative Assistant experience.
- Prior experience in Human Resources.
- Ability to interface well with all departments within the company and to represent the respective executive officers in a highly professional manner.
- Demonstrate the ability to communicate effectively and professionally with staff and external contacts to the organization.
- Possess a high degree of proficiency with MS Office products including Word, Excel, Access, Power Point and Outlook.
- Must be able to maintain the highest level of confidentiality.
- Proven ability to handle sensitive material concerning the organization and the executive's role within the organization.
- Demonstrated ability to handle multiple tasks simultaneously. Exceptional organizational skills required. Ability to meet designated deadlines is also a critical qualification.

Responsibilities

- Assist the company executives in the management of his/her respective schedules utilizing MS Outlook (planning/arranging events and meetings). Handle telephone calls for the executives from both internal and external sources.
- Provide administrative support to the company executives in a variety of capacities including telephone coverage, copier projects, mail handling, supplies control, processing of letters/correspondence, events/meeting planning, report generation, invoice/expense reporting, data base management and assisting with completion of specially assigned projects.

- Work with other administrative personnel to accomplish organizational goals and specific back-up to Operations Staff and agency support staff on all levels of day-to-day operations
- Perform special projects as assigned by Executive Management. Demonstrate the ability to handle multiple tasks with little or no supervision.
- Screen incoming calls and correspondence and responds independently when possible. Send faxes, make photocopies, and assist with ordering office supplies and maintaining supply cabinet.
- Organize programs, events, meetings or conferences by arranging facilities and caterers, issuing information or invitations, coordinating speakers and assisting with event budget when requested.
- Prepare agendas, notices, minutes and resolutions for corporate meetings.
- Take, transcribe, compose and prepare confidential correspondence, reports and other complex documents.
- Perform complex and confidential administrative functions including developing and typing written correspondence. Must be responsive to routine external correspondence to include typing of memos, purchase requisitions, payment requests and other department forms and documents.
- Create and maintain database and spreadsheet files.
- Arrange complex and detailed travel plans and itineraries, compile documents for travel-related meetings.
- Prepare the Executive Management's expense reports.
- Maintain confidentiality of all corporate, personnel and research matters.
- Reconcile Executive Management credit card account(s).
- Assists with the distribution of client satisfaction and performance surveys.
- Flexible work schedule (may include some evenings and weekends).

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully and initiates recommendations for system improvements.
- Maintains confidentiality.
- Interpersonal skills—remain open to others' ideas and exhibits willingness to try new things.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations.
- Written communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.

- Planning/organizing—the individual prioritizes and plans work activities and uses time efficiently.
- Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment, proven ability to multi-task requests of executive staff, handle competing demands and is able to deal with frequent change, delays or unexpected events as required by management staff.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction, solicits and accepts feedback to improve performance.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.