

## **Executive Assistant Job Description**

We are currently searching for an Executive Assistant to work onsite at our headquarters. Successful candidates will have excellent customer service and must be outcome-oriented. The ability to work in a constantly shifting environment with strong attention to detail is essential. You will be fully engaged and busy from the first day and we guarantee there will never be a dull moment.

### **Key Roles & Responsibilities**

#### *Executive Support*

- Enhances executive's effectiveness by providing information management support; representing the executive to others.
- Attend and take minutes of staff and board meetings and post via email immediately following meeting
- Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
- Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
- Maintains executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Represents the executive by attending meetings in the executive's absence; speaking for the executive as necessary
- Maintain activity/task management resources

#### *Customer Service*

- Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.
- Maintains customer confidence and protects operations by keeping information confidential.

#### *Organization & Office Management*

- Maintain contact information and databases for volunteers, donors, staff and current and potential partners; secures information by completing data base backups.
- Maintain listserv, collect content and send external communications (newsletters, announcements, etc)
- Provides historical reference by developing and utilizing filing and retrieval systems; recording meeting discussions.
- Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies.
- Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.

## **Executive Assistant Job Description**

- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

Performs other related duties and responsibilities as required or as assigned.

### **Required Knowledge, Skills & Qualifications:**

- Exceptional customer service skills, over the phone and in person, with our customers and internal departments
- Strong communication skills, both verbal and written.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Ability to establish and maintain effective working relationships with staff, subordinates, Board members, community groups, and other related agencies
- Ability to effectively manage a scheduling, and travel logistics as needed
- Ability to use Microsoft Programs (Office, Excel, etc) and maintain office equipment
- High School Diploma
- Bilingual English/Spanish is preferred