



JOB DESCRIPTION

Position: EXECUTIVE ASSISTANT

Reports to: Chief Operating Officer

Supervises: N/A

Position Status: Exempt Non-Exempt Supervisory Non-Supervisory

Work Schedule: Monday – Friday, 8 am – 5 pm
May require additional or alternate hours to complete the job.

Essential Functions: Reporting directly to the COO, the Executive Assistant provides administrative support for the COO and Operations. The Executive Assistant organizes and coordinates outreach and external relations efforts; and assists with special projects. The position requires creativity within the environment that is mission and results-driven and community oriented. The Executive Assistant will have the ability to work independently on projects, from conception to completion and must have the ability to work with limited supervision on projects and be able to coordinate a wide variety of activities.

Specific Duties:

Operations Support

- Completes a broad variety of administrative tasks for the COO including: coordinating an extremely active calendar of appointments for COO; arranging travel; completing expense reports; composing and preparing correspondence that is oftentimes confidential; arranging complex and detailed agendas; and compiling documents for meetings.
- Communicates on behalf of the COO, with internal staff, community members and others outside the Agency.
- Researches, prioritizes, and follows up on incoming issues and concerns as directed by the COO, including those of a sensitive or confidential nature.
- Provides a bridge for smooth communication between the COO's office and internal departments and external stakeholders; maintaining credibility, trust and support with senior management staff.
- Works closely and effectively with the COO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal



correspondence, and other tasks that facilitate the COO's ability to effectively manage Operational Programs.

- Assists with prioritizing conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with strict deadlines.
- Handles various jobs requested by Program Directors after clearing time assignment and length of commitment with COO.
- Reviews data from CQI pertaining to staff productivity/scheduling and creates summary report of items needing COO attention.
- In collaboration with the Operations Program Directors, Training Institute and the HR Department, maintains tracking systems for required program staff training.
- Completes paperwork for new and existing Operations staff such as clinician schedules (MOU's) and maintains a database of MOU changes and staff that are ramping up. Notify the COO when a staff has completed ramp up.
- Works with CQI department and CPO to ensure that monthly program utilization data is summarized in a clear fashion for presentation to leadership and staff.

Communications, Partnerships, and Outreach

- Responds to requests for materials regarding the COO and the organization in general.
- Edits and completes first drafts for written communications to external stakeholders.
- Follows up on contacts made by the COO and supports the cultivation of ongoing relationships.
- Works with Marketing and Development and Program Directors to organize and support community/provider outreach opportunities at provider fairs and conferences.

Program Development

- Research best practices of programming, creates and provides an executive summary.

Other duties as assigned.

Knowledge, Skills and Abilities Preferred to Perform the Job:

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability



- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

Education and Experience Requirements:

- Bachelor's degree required.
- A minimum of three (3) years of experience in progressive administration, office management, providing support to executives of an organization or project/event management; preferably in a non-profit organization.
- Experience in preparing internal and external communications, assisting with community partnership development.
- Experience managing calendars and email on MS Outlook, high proficiency with Microsoft 365 applications, Adobe Acrobat, Zoom and Social Media web platforms.