



POSITION DESCRIPTION

Executive Assistant

Purpose of the Position

The Executive Assistant provides highly proficient and confidential administrative, clerical, human resource, marketing and communications support to the Agency so that strategic goals and objectives of the Agency can be achieved. As a member of the executive management team, the Executive Assistant is responsible for assisting in the management, administration, and delivery of all programs and services to ensure that the needs of the Agency are met in a reasonable, effective, ethical, and efficient manner.

SCOPE

(The way that the position contributes to and impacts the agency.)

The Executive Assistant reports to the Director of Operations. This position has a primary impact on the overall effectiveness with which the Agency accomplishes its goals and objectives in service and accountability to the community. The incumbent has a primary impact on the community's understanding of JRC services and thus our ability to raise funds, acquire clients, and effectively deliver service.

The incumbent assists in coordinating and directing all special events, communications, human resource and marketing functions for the Agency and therefore has a primary impact on their effectiveness and success.

The Executive Assistant partners with the executive management team to drive the management and coordination of key initiatives. This position plays a key role in the succession plans of the agency by preparing themselves and others for expanded executive roles in the Agency and the not-for-profit sector.



RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position.)

Executive Team Administration

MAIN ACTIVITIES

Office

- Serve as a receptionist screening incoming calls for home repair and administrative staff. Maintain phone voice answering system messages
- Answer front door and address guests' needs or direct them to appropriate person/place.
- Manage highly confidential and sensitive information
- Performs administrative tasks such as typing, filing, opening and distributing mail, copy checks, disseminating memorandums and the like for the Executive Director, senior management team, and Board of Directors
- Composes, types, and edits a variety of routine and complex correspondences, reports, memoranda and other material requiring judgment as to content, accuracy, completeness, and confidentiality
- Gathers statistics, and prepares statistical reports for management.
- Records and maintains executive files, both electronically and paper including Board Minutes, Resolutions, By-Laws, Procedural, Employee Handbook and Policy Manuals of Agency and other Corporate Documents. Ensures pertinent information is communicated timely and efficiently to senior managers, Board of Directors and other internal and external stakeholders.
- Prepares and files executive applications as well as memberships – i.e.... Better Business Bureau, Canton Chamber of Congress, etc.
- Assist with scheduling meetings as requested by the Executive Director and other executive management team members. Serve as the contact person for groups and activities that take place in the Administrative Office

Board of Directors

- Supports the Board and Executive Team to accomplish strategic goals
- Prepare for and attend Board of Director meetings. Take, type and maintain meeting minutes. Maintains all files, packets, tracking needs and provides any other needed support.

Human Resources

Employee Benefits

- Organize all offered benefits both electronically and paper in packets that can be easily distributed to newly hired employees
- Ensure all aspects of employee benefit selection, enrollment, (or termination of coverage) and/or those waving coverage by working with the finance department, Learning Center, Adult Day Center and Health Insurance Broker
- Maintain the “Section 125 Premium Only Plan” file and updating it yearly
- Maintain the Employee Retirement Income Security Act (ERISA) document which includes a Summary Plan Description of benefits offered.
- Inform and distribute the following information to employees who are newly enrolled in any health benefit selection: A copy (can be sent electronically) of the ERISA document and COBRA initial notice (send through postal mail)
- Maintain all employee benefit files including health and term life insurance both electronically and paper files, including
- Track insurance selections, document distribution, new hires, 90 day waiting period, Change of Status and Separations

COBRA

- Send Initial and Qualifying Event notices as needed; maintain electronic and paper files for verification
- Track all aspects of Qualifying Events

Unemployment / Worker’s Compensation / FMLA

- Work with Learning Center or Adult Day Director to process any unemployment or worker’s compensation claims
- Work with Learning Center, Adult Day Center and Finance Department as needed to process any Family and Medical Leave Act occurrences

Newly Hired Employees

- Create a temporary name badge for newly hired employees and order a permanent badge after 90 days.

Marketing

- Work with executive management team to maintain a strategic marketing plan
- Protect and maintain Agency Branding
- Oversees and/or creates and updates – possibly utilizing, at times, outside marketing company and/or freelancer
 - Overall Agency Communications – strategically utilizing and maintaining communications to supporters and clients at a reasonable level
 - Building Signage – inside and outside needs
 - Newsletters
 - Annual reports
 - Brochures
 - Flyers
 - News releases
 - Newspaper ads
 - Agency Website - updated content
 - Social Media
- Represents the Agency in the community.
- Create, build and edit key presentations
- Agency Website - updated content

Events

- Work with staff, board, and community committees on special events, fundraisers, and projects as required to meet strategic goals.
- Coordinates, organizes, and directs agency events which may include fundraising events, annual meetings, volunteer and special events, in-service training, conferences, meetings, etc. so that strategic objectives of the Agency are met.
- Assist with organizing, prepping and setting up annual Board Social Gathering – work with executive management team to create invite list / the invitation / send & manage reservations / food choices

COMPETENCIES

(The knowledge, skills and attributes required for satisfactory job performance.)

Knowledge

The incumbent must have proficient knowledge in the following areas:

- ☐ An understanding of the roles and responsibilities of boards
- ☐ Business and operations management
- ☐ Budgeting and financial management principles
- ☐ Planning, organizing, controlling and directing functions
- ☐ An understanding of the community, cultural and political environment
- ☐ An understanding of the principles of fund development
- ☐ Strategy development and strategic thinking
- ☐ Computer savviness, Web management, internet knowledge

Skills

The incumbent must demonstrate the following skills:

- ☐ Highly organized
- ☐ Team leadership and management skills
- ☐ Keen judgment
- ☐ Tact, poise, diplomacy
- ☐ Strong project management skills
- ☐ Analytical and problem solving skills
- ☐ Decision making skills
- ☐ Effective verbal and listening skills
- ☐ Able to work independently and without supervision
- ☐ Computer skills including spreadsheets, charts and graphs, publishing and word processing at a highly proficient level
- ☐ Highly proficient written communications skills including the ability to prepare reports using Power Point
- ☐ Highly proficient public relations and public speaking skills
- ☐ Stress management skills
- ☐ Time management skills



Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Executive Assistant. The incumbent must also demonstrate the following personal attributes:

- ❑ Possess cultural awareness and sensitivity
- ❑ Appreciate diversity
- ❑ Demonstrate a dedication to the position, the agency and the community
- ❑ Demonstrate sound work ethics
- ❑ Be consistent and fair
- ❑ Be respectful
- ❑ Be flexible
- ❑ Understands, accepts and supports the mission of the Agency
- ❑ Works cooperatively as a member of a team
- ❑ Maintain standards of conduct
- ❑ Take responsibility and ownership for decisions, actions and results
- ❑ Demonstrate energy and commitment to improving results
- ❑ Dress professionally

Working Conditions

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue.)

The Executive Assistant may have to travel throughout the community in all weather. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The Executive Assistant may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent.)

The Agency offices and service delivery sites are busy places. The Executive Assistant may be involved with a number of people and projects at one time and they may be interrupted frequently to meet the needs and requests of members of the Executive or senior management team. The Executive Assistant may find the environment to be busy and noisy and will need excellent organizational and time and stress management skills to complete the required tasks.



Mental Demands

(Conditions that may lead to mental or emotional fatigue.)

The Executive Assistant will have to manage a number of requests and projects at one time. They must be aware of all Agency business in the community and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time, and must be prepared to deal with emergencies and stressful situations at any time.

Sensory Demands

(The nature of demands on the incumbent's senses.)

Sensory demands may include reading and use of the computer which may cause eye strain. The office may be noisy and busy making it difficult for the Executive Assistant to concentrate.