



JOB DESCRIPTION

Position:	Administrative Assistant	Reports To:	President/CEO
Classification:	Non-Exempt	Supervisory Responsibilities:	No
FLSA:	Full-Time		

POSITION SUMMARY:

Reporting directly to the CEO, the Administrative Assistant provides executive support in a one-on-one working relationship. The Administrative Assistant serves as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO. The Administrative Assistant also serves as a liaison to the board of directors and senior management teams; and oversees special projects. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Administrative Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Executive Support

- 1) Completes a broad variety of administrative tasks for the CEO including: managing an active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging travel plans, itineraries, and agendas; and compiling documents for meetings.
- 2) Plans, coordinates and ensures the CEO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CEO's time and office.
- 3) Communicates directly, and on behalf of the CEO, with Board members, donors and others, on matters related to CEO's programmatic initiatives.
- 4) Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- 5) Provides a bridge for smooth communication between the CEO's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- 6) Works closely and effectively with the CEO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated.
- 7) Provides leadership to build relationships crucial to the success of the organization, and manages a variety of special projects for the CEO, some of which may have organizational impact.
- 8) Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the organization.
- 9) Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- 10) Follows up on contacts made by the CEO and supports the cultivation of ongoing relationships.
- 11) Tracks tasks assigned by CEO to direct reports and other management team members to ensure deliverables are completed on time.

Board Support and Liaison

- 1) Records, produces, disseminates and archives the official record of all Board of Directors and Committee meetings and prepares materials and logistics necessary for Board activities.
- 2) Maintains discretion and confidentiality in relationships with all board members.
- 3) Prepare Board and Committee meeting minutes for CEO within 72 hours of meetings.
- 4) Adheres to compliance with applicable rules and regulations set in bylaws regarding board and committee matters, including advance distribution of materials before meetings in electronic/paper format.
- 5) Coordinates meetings, appointments, and handles all correspondence, filing, etc., associated with the Board of Directors' activities
- 6) Respects confidential information and exercises good judgment with courtesy, tact, and discretion in public contacts and in the disposition of problems.
- 7) Supports Board and CEO in planning and hosting quasi-social functions such as dinner or breakfast meetings.

Administrative

- 1) Answers telephone and general inquiries.
- 2) Participates as an adjunct member of the Executive Team including assisting in scheduling meetings and attending select meetings.
- 3) Assists in coordinating the agenda of senior management team meetings and off-sites, and all-staff meetings. Ensuring all meeting materials or tools/technology needed are ready.
- 4) Responds to requests for materials regarding the CEO and the organization in general.
- 5) Edits and completes first drafts for written communications to external stake holders.
- 6) Edits and creates select acknowledgement letters from the CEO to donors.
- 7) Plans and coordinates administrative procedures and systems and devise ways to streamline processes including onboarding of new staff.
- 8) Ensures the smooth and adequate flow of information within the company to facilitate other business operations.
- 9) Assists with volunteer inquiries, screening and appropriate follow-up.
- 10) Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies with attention to budgetary constraints.
- 11) Assists in the roll-out of organization-wide projects and initiatives. In general, be a need-filler, anticipating what is required to make a busy team successful. From getting lunch on busy days to identifying conflicts, no task is too big or small.
- 12) Maintain ongoing reports, databases, trackers, files, update and organize shared drives/files, update organizational charts, etc. as needed. Develops and maintains a filing system.
- 13) Organizes and supervises other office activities (recycling, renovations, event planning etc.)
- 14) Ensures operations adhere to policies and regulations.
- 15) Keep abreast with all organizational changes and business developments.
- 16) Other duties as assigned.

QUALIFICATIONS

- 1) Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- 2) Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors.
- 3) Skill to organize tasks to facilitate smooth work/patient flow.
- 4) Knowledge to schedule meetings and setup tools i.e. video, conference calls etc.
- 5) Demonstrated ability to be punctual and maintain a satisfactory attendance record.
- 6) Ability to work overtime in cases of emergency. • Skill in maintaining a harmonious work atmosphere, practicing excellent customer service. • Skill in speaking clearly and using proper grammar.

- 7) Expert level written and verbal communication skills.
- 8) Demonstrate proactive approaches to problem-solving with strong decision-making capability.
- 9) Highly resourceful team-player, with the ability to also be extremely effective independently.
- 10) Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer service and response.
- 11) Demonstrate ability to achieve high performance goals and meet deadlines in a fast-paced environment.
- 12) Forward looking thinker, who actively seeks opportunities and proposes solutions.
- 13) Exceptional strategic and organizational judgement.
- 14) Unwavering poise, with communication and collaboration skills.
- 15) Ability to move from big ideas to precise details without missing a beat.
- 16) A positive and solutions-oriented perspective.
- 17) Hunger to learn, to roll up your sleeves, do more at every turn and grow quickly.
- 18) Keen intuition to proactively anticipate needs before they arise.
- 19) Uncanny attention to detail in all aspects of what you do.
- 20) A strong work ethic: "No task is too big or small".
- 21) Ability to maintain the highest standard of confidentiality.
- 22) Social Media savvy.

Education and Experience Requirements

- 1) Associate degree Bachelor's degree in Business Administration or related field is required.
- 2) Strong work tenure: 2-4 years of experience supporting C-Level Executives.
- 3) Experience and interest in internal and external communications, organization operations, partnership development, and fundraising.
- 4) Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media Web Platforms.

MANDATORY REQUIREMENTS:

- Employment eligibility verification
- Valid driver's license and auto insurance
- Reliable transportation
- Successful completion of background screening
- Ability to work flexible hours which may include evenings or weekends

How to Apply

To be considered for a position, email resume and cover letter to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met and instructions are followed.