



**POSITION DESCRIPTION**

<b>NAME</b>		<b>DEPARTMENT:</b>	Health and Welfare
<b>TITLE</b>	Executive Assistant	<b>STATUS:</b>	Full-Time
<b>REPORTS TO:</b>	President, Health and Welfare	<b>CLASSIFICATION</b>	Non-Exempt

**JOB SUMMARY/ORGANIZATIONAL IMPACT:** The Executive Assistant will provide high-level support to the President, Health and Welfare by conducting research, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, making calls, providing organizational support, arranging conference calls, and scheduling meetings. Superior technological and organizational skills are key to success in this position.

**RESPONSIBILITIES/ ESSENTIAL FUNCTIONS:**

- Make phone calls on executives' behalf and take messages for executives while displaying excellent phone etiquette and professionalism.
- Computer literate or technologically savvy with Microsoft Outlook, Dynamics, and other Microsoft Office 365 Applications.
- Prepare agendas, send communications, coordinate catering, and make arrangements for various meetings and events.
- Assess inquiries, determine the proper course of action and delegate to the appropriate person to manage.
- Prepare presentations, reports, memos, letters, financial statements, expense reports, and other documents, using word processing, spreadsheet, database, or other presentation software.
- Make travel arrangements and schedule, confirm, and coordinate meetings, appointments, conference calls, and other items for the President.
- File and maintain records and communication in Microsoft Dynamics CRM (Client Relationship Management) system. Assists with other related clerical duties such as scanning, emailing, copying, faxing, filing, reviewing mail, etc.
- Keep track of membership, licenses, certifications, expenses, and deadlines.
- Perform administrative support tasks, such as proofreading, transcribing handwritten information, and regularly utilizing technology in daily tasks.
- Be available to assist other executives when requested and handle personal matters of executives with care (i.e. running errands).
- Recognize weaknesses in processes and make improvements as needed.
- Perform other general administrative and executive tasks as requested.

## REQUIRED QUALIFICATIONS

### Knowledge

- **Customer and Personal Service.** Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Clerical.** Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

### Skills

- **Active Listening.** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking.** Talking to others to convey information effectively.
- **Service Orientation.** Actively looking for ways to help people
- **Critical Thinking.** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Social Perceptiveness.** Being aware of others' reactions and understanding why they react as they do.
- **Persuasion.** Persuading others to change their minds or behavior.
- **Flexible.** Ability to be interrupted for immediate request.
- **Organization.** Balancing multiple tasks with different deadlines.
- **Technology.** Utilize technological savviness to understand and figure out technological programs and processes.

### Abilities

- **Oral Expression.** The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity.** The ability to speak clearly so others can understand you.
- **Problem Sensitivity.** The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Written Expression.** The ability to communicate information and ideas in writing so others will understand.

### Experience:

- 2 years job-related experience preferred
- Experience using Microsoft Office 365; including Outlook, SharePoint, OneDrive, and Dynamics

### Education Required:

- High school diploma or equivalent; Bachelor's degree preferred.

### Certifications/Licenses:



### **AUTHORITY**

This position does not have the authority; neither express nor implied, to legally bind the Company to any contract without written, documented consent of an Officer of the Company.

### **SPECIAL JOB DIMENSIONS:**

Position must be willing to travel on occasion.

### **ATTENDANCE:**

Employee must have the ability to comply with the company's attendance policy documented in the Employee Manual.

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

While performing the duties of this job, the employee is regularly required to sit for long periods of time and must have the dexterity of hands and fingers to operate a computer keyboard, mouse, and other office equipment. The employee must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent to perform the responsibilities and functions of the job efficiently. Must be able to hear, speak and communicate clearly.

The employee will work in smoke-free office surrounding; noise level is quiet to moderate.

The qualifications, physical demands and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills and abilities.

***This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.***