



Executive Assistant

JOB DESCRIPTION

Title: Executive Assistant	Reports to: President/Chief Executive Officer
Status: Full-time	Category: Exempt
Supervises: N/A	Last Updated: October 20, 2023

Position Summary

The Executive Assistant holds a key supportive role with a high level of responsibility and impact. The Executive Assistant works directly with the Chief Executive Officer in planning, scheduling, organizing, coordinating, and communicating based on the organization's goals, projects, and priorities. The Executive Assistant manages the executive and corporate administrative functions of the organization. The Executive Assistant reports to the Chief Executive Officer.

Essential Duties and Primary Responsibilities

The Executive Assistant's primary responsibility is to provide administrative support to Ability Housing's President and CEO.

Tasks outside of the primary responsibilities will be based on availability and at the discretion of the President and CEO.

- Coordinates schedules, appointments, reservations, and travel arrangements for the Chief Executive Officer
- Processes expense and travel reports and reimbursements for Chief Executive Officer
- Manages telephone and email correspondence for the Chief Executive Officer
- Retrieves and monitors email and telephone inquiries, ensuring coordination of timely responses by appropriate personnel
- Provides excellent internal and external customer service through responding proactively, resolving concerns, performing research, and providing appropriate follow-up
- Acts as a liaison between the Chief Executive Officer and all departments as well as outside partners and stakeholders on all matters pertaining to the executive operations of the organization
- Organizes and coordinates meetings involving senior executives including external parties

- Supports Chief Executive Officer in developing and implementing systems to support staff, operations, accountability, and results
- Identify and suggest improvements for efficiency of systems, and processes
- Conducts research for industry data and best practices and condenses findings into user/reader friendly synopses and briefs
- Provides information for reports, funding requests, and to aid executive leadership team through research, data retrieval, compiling and/or tabulating statistics, and organizing and presenting information in useable and understandable formats such as Word, Excel, and PowerPoint
- Prepares, edits, and maintains communications, correspondence, presentations, and other documents for the executive leadership team using various media and materials
- Schedules, assigns, and monitors the work of others at request of Chief Executive Officer
- Monitors and coordinates periodic sensitive, discreet, or confidential tasks as assigned by Chief Executive Officer
- Represents Chief Executive Officer at meetings when assigned and/or appropriate
- Provides support to Board of Directors and its committees as needed through scheduling meetings, compiling, and issuing meeting materials, taking minutes, and providing follow-up
- Update and maintain CEO's social media platforms to include Facebook and LinkedIn
- As time permits, assist the Development & Engagement Director with scheduling, correspondence, and events
- As time permits, assist Development & Engagement Director with company social media
- Create and manage community outreach campaigns

- Provides support to other agency departments as assigned by CEO
- Supports special company projects and events as assigned by CEO
- Contributes to positive workforce relations and a conducive workplace culture
- Maintains complete and accurate records
- Performs other duties as assigned by CEO

Qualifications

The Executive Assistant will possess the following education, experience, and competencies:

Education

- High school or equivalent
- Minimum of 5 years of professional executive administration experience
- Associate or bachelor's degree in business administration or related field preferred

Experience

- Nonprofit experience a plus

- Experience supporting a volunteer board and committees a plus
- Demonstrated experience in providing support to executives and executive teams
- Demonstrated experience developing, implementing, and maintaining administrative processes and systems

Knowledge, Skills, Abilities

- Effective organizational, prioritization, and time management skills
- Effective analytical, critical thinking, and decision making skills
Strong customer service and people skills
- Excellent verbal and written communication skills
- Ability to work independently and manage competing priorities in a fast-paced environment
- Ability to conduct research and develop briefs, correspondences, and presentations
- Computer proficiency including with Microsoft Office Suite
- Highly ethical, accountable, and able to maintain confidentiality
- Sound judgment and maintain composure in high-pressure and challenging situations
- Positive contributor to workplace and teamwork
- Possesses valid Florida driver's license and own actively insured transportation

Success Factors/Metrics:

Some key success factors in accordance with executive and administrative management include the following metrics:

- Effective prioritization of requests and workload
- Quality work products and deliverables
- Adherence to due dates and deadlines

Work Environment and Schedule

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Requires working at a desk and using a computer and telephone
- Requires use of office equipment and machinery
- Requires ability to travel between work locations
- Requires occasional lift and/or move of objects weighing up to 25 pounds
- Requires vision abilities including to adjust focus

Ability Housing offers a flexible work schedule and hybrid environment. Schedules may vary based upon the demand of each position and staff accommodation. This position primarily requires a regular daily (Monday through Friday) work week in-person presence and some remote performance. After hours, weekend duties, and some travel are required at times.

Nothing in this position description restricts management's right, at any time, to assign or reassign duties and responsibilities or to revise this position description based on business needs. Furthermore, this job description is not to be construed as an exhaustive list statement of duties, responsibilities, and/or requirements.

Company Expectations of Employees

All employees are expected to

- Adhere to agency policies and procedures
- Report to work on time and prepared to perform the duties of their position
- Dress appropriately and professionally
- Attend required and assigned meetings and trainings
- Be courteous and respectful to fellow employees, agency clients, and company volunteers

Pay Range

\$50,000 - \$80,000 annually

Benefits

Ability Housing offers competitive compensation and benefits including medical, dental, vision, and life insurance, long-term disability; paid vacation and holidays; and retirement.

Ability Housing is committed to equal employment opportunity (EEO) in recruitment, hiring, training, and promotion of persons based on merit, qualifications, and competence. Except in cases where required or permitted by law, employment decisions and practices shall not be influenced or affected by virtue of an applicant's race, color, gender, sexual orientation, national origin, age, religion, handicap, or any other characteristic protected by law.

Employee Acknowledgement and Signature

I have read this job description, its expectations, and requirements. I understand all job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation.

I understand that performance evaluations and merit increases to my salary are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have had the opportunity to review this job description, discuss it with my supervisor, and ask questions prior to signing this form.

Employee Name

Employee Signature

Date