



JOB DESCRIPTION

Executive Assistant

Reporting To: Chief Operating Officer

EEO Category: Administrative Support Workers

Created: 11/20/2017

FLSA Classification: Non-Exempt

PRO: Support

Modified Date: 10/15/2019

POSITION SUMMARY

Provide administrative support to the CEO/President, Executive Staff and Board of Directors with day to day business functions, client relations and special projects. Provide effective and comprehensive support to the team through ownership of multiple tasks such as scheduling, calendar management, meeting preparation, documentation, correspondence, travel and other various administrative functions. This person will be involved in change projects that include changes to organizational culture, business processes, systems and technology. This position works closely with project and technical teams to ensure alignment on and achievement of shared deadlines and deliverables.

ESSENTIAL RESPONSIBILITIES

Coordination and Communication (50%)

- Help Plan, track, coordinate and task projects for Executive Team
 - Keep projects organized, tracking deadlines and prompting action when needed
 - Experience using Project Management software preferably Google.
 - Assist Executives with assigned projects. The coordination of resources, equipment, meetings, and information.
 - Follow up and organize projects with the goal of getting the projects completed on time.
- Organize/coordinate all Board activities and functions for all Board of Directors within the Aspire Family in the absence of the Executive Coordinator
- Anticipate needs of the executive staff
- Assist Executive Coordinator in overseeing calendar of appointments, projects and professional events
- Create documents and develop templates
- Take initiative and develop formalized processes
- Prepare and handle confidential and sensitive information
- Proficiency in operating Google Apps with familiarity/ability to learn Microsoft Office and other applications;
- Provide effective, structured, and comprehensive high-level support through project and change management and best practices
- Build and maintain a strong network of external relationships, such as behavioral health agencies, health providers, schools and community agencies, etc.
- Coordinate special projects
- Lead event planning and implementation with Marketing and other department involvement in the absence of the Executive Coordinator.
- Conduct research, preparing statistical reports, and handle information requests timely and accurately
- Respond in a calm and effective manner to a variety of demands, projects, and personality types

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- Demonstrate commitment, dedication, and self-motivation
- Think critically and come up with multiple ideas or solutions
- Strong attention to detail while understanding and managing the “big picture”
- Ability to inspire others, connect with people across all levels of an organization, have empathy and having outstanding communication skills

Clerical Office, Paperwork and Data Entry (40%)

- Write reports and other business correspondence
- Scan documents
- Develop and distribute templates and agendas, as well as transcribe notes and compose memos
- Take minutes of meetings (e.g., staff, committee, Board, etc)
- Filing (reports, charts, etc)
- Ensure consistent administrative support
- Perform clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings for internal/external customers
- Confirm scheduled meetings/appointments, for external customers
- Screen phone calls, visitors, messages, mail, and e-mail
- Provide customer service and proofreading assistance
- Demonstrate strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person or in writing

Reporting & Documentation (5%)

- Maintain administrative records according to Aspire standards
- Timely and accurately complete all required reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively and collaboratively with CEO create and execute a professional development plan

COMPETENCIES

Core Competencies

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-specific Competencies

- **Helpful** – Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Detail-Oriented** – Ensure accurate record keeping with meticulous attention to information and carefully follow reporting protocols
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

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- **Flexible** – Quickly adapt to change and remain flexible

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- High School Diploma or Equivalent required
- College Degree Preferred
- Membership and/or professional training as an Administrative Professional or in Business Administration preferred

Experience

- Four (4) years experience in executive assistance

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Must be willing to occasionally cover evening or early morning hours
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure to PC and phones
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and/or annual deadlines
- Ability to communicate effectively by phone, in person or in writing
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Physical requirements include ability to sit for prolonged periods, stand, walk, reach, use hands and fingers, stoop, kneel, crouch or crawl, climb or balance
- Manual dexterity sufficient to operate a keyboard, copier, telephone, calculator, and the ability to write and/or type

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- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 25 lbs.
- Must be able to respond appropriately in crisis situations and manage physically threatening consumers by following Aspire protocols
- Ability to be flexible and work some early mornings and/or evenings during the Mon-Fri period
- Must be available after normal working hours and on holidays to manage emergencies that may arise

Background Checks

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and/or Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids or tissues.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

Employee Signature: _____ Date: _____

Printed Name: _____