



Executive Assistant

Job Description

Job Title: Executive Assistant
Department: Administration
Reports to: Chief Executive Officer
FLSA Status: Non-Exempt, Full-Time
Salary: \$44K to \$49K

Summary The Executive Assistant to the Chief Executive Officer (CEO) is responsible for providing comprehensive support to the CEO, Board of Directors, the Leadership Team and managing the organization's office operations. This dynamic position requires the ability to anticipate needs, think critically, and offer solutions to problems with a high level of professionalism and confidentiality.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Provide sophisticated calendar management for CEO. Prioritize inquiries and requests while troubleshooting conflicts, make judgements and recommendations to ensure smooth day-to-day engagements.

Act as a liaison and provide support to the Board of Directors, arrange, and handle all logistics for Board meetings and events; schedule meetings, draft agendas, develop, compile and distribute presentation material, and record meeting minutes on behalf of the Board Secretary. Adhere to compliance with applicable rules and regulations set in bylaws regarding Board matters.

Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the organization including assisting with special projects, designing, and producing complex documents, reports, and presentations, collecting and preparing information for meetings with staff and outside parties, composing and preparing correspondence, maintaining contact lists, making travel arrangements, and completing expense and mileage reports.

Serves as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO, including those of a highly confidential or critical nature. Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's style and organization policy.

Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer", having an awareness of the issues taking place in the environment and keeping the CEO informed. Anticipate CEO's needs in advance of meetings, conferences, and other.

Maintain open communications with the Habitat team including meeting regularly with Leadership Team staff and providing information and documents as needed.

Coordinate all Executive Team meetings and retreats and assist with staff meetings and events as needed.

Provide "gatekeeper" and "gateway" role, providing a bridge for smooth communication between the CEO and staff, demonstrating leadership to maintain credibility, trust and support with the Executive Team. Complete projects by assigning work to appropriate staff, including Leadership Team, on behalf of the CEO.



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Collaborate with the Leadership Team to coordinate the CEO's outreach activities. Follow up on contacts made by the CEO to cultivate ongoing relationships.

Manage all aspects of organization's office services. Evaluate and assist in developing office policies and procedures for improved workflow and anticipate future needs as organization grows. Assist in the selection of vendors and purchase equipment, services and supplies necessary for operation of the organization.

Manage information systems operations including hardware, software, desktop support, internal telecommunications, and strategic systems development and planning. Provide leadership to all levels of the organization, to meet their current and future information needs. Prepare budget recommendations.

Manages Habitat office from 8:30 a.m. until 5:00 p.m. Monday through Friday.

Invest in building long-lasting relationships both externally and internally. Provide hospitality to all guests to foster and create a welcoming environment.

Provide administrative support for data entry and reconciliation into Razor's Edge database.

May Supervise IT consultants.

Serves as a back up for answering main phone line and responds to inquiries, replenish office materials such as office supplies, printer supplies, snacks, and other. Process and distribute daily mail.

Provide event management support as requested.

Other projects/duties as assigned for the overall benefit of the organization.

Attends all Habitat-Spokane events.

Promotes the Mission of Habitat-Spokane.

Supervisory Responsibilities

This job has no supervisory responsibilities, however at times may oversee volunteers, interns, or work study personnel.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information, collects and researches data, uses intuition and experience to complement data, designs workflows and procedures.



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Problem Solving - Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully, develops alternative solutions, uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses, pursues training and development opportunities, strives to continuously build knowledge and skills, shares expertise with others.

Customer Service - Manages difficult or emotional customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance, meets commitments, confident and comfortable in working with a diverse population of constituents: vulnerable populations, donors, volunteers, others.

Interpersonal Skills - Focuses on solving conflict, not blaming, maintains confidentiality, listens to others without interrupting, keeps emotions under control, remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations, provides clear and concise communication with visitors and understands boundaries and is committed to effective conflict resolution to maintain a good work environment, listens, and gets clarification, responds well to questions, demonstrates group presentation skills, and participates in meetings.

Written Communication - Writes clearly and informatively, edits work for spelling and grammar, varies writing style to meet needs, presents numerical data effectively, able to read and interpret written information.

Teamwork - Balances team and individual responsibilities, exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, puts success of team above own interests, able to build morale and group commitments to goals and objectives, supports everyone's efforts to succeed.

Visionary Leadership – Displays passion and optimism, inspires respect and trust.

Change Management – Develops workable implementation plans, communicates changes effectively, builds commitment and overcomes resistance, prepares and supports those affected by change, monitors transition and evaluates results.

Delegation – Delegates work assignments, matches the responsibility to the person, gives authority to work independently, sets expectations and monitors delegated activities, provides recognition for results.

Leadership – Exhibits confidence in self and others, inspires and motivates others to perform well, effectively influences actions and opinions of others, accepts feedback from others, gives appropriate recognition to others.

Managing People – Includes staff in planning, decision-making, facilitating and process improvement, takes responsibility for subordinates' activities, makes self available to staff, provides regular performance feedback, develops subordinates' skills and encourages growth, solicits and applies customer feedback (internal and external), fosters quality focus in others, improves processes, products and services, continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality, demonstrates accuracy and thoroughness.



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Business Acumen - Understands business implications of decisions, displays orientation to profitability Aligns work with strategic goals.

Cost Consciousness - Works within approved budget, develops and implements cost saving measures, conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy, shows respect and sensitivity for cultural differences, educates others on the value of diversity, promotes a harassment-free environment, builds a diverse workforce.

Ethics - Treats people with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, upholds organizational values.

Organizational Support - Follows policies and procedures, completes administrative tasks correctly and on time, supports organization's goals and values, benefits organization through outside activities, supports affirmative action and respects diversity. Understands or is willing to learn issues of poverty both locally and globally.

Strategic Thinking - Develops strategies to achieve organizational goal, understands organization's strengths & weaknesses, analyzes market and competition, identifies external threats and opportunities, adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process, makes timely decisions, does not pass judgment, and committed to representing Habitat for Humanity-Spokane in a positive light.

Motivation - Sets and achieves challenging goals, demonstrates persistence, and overcomes obstacles, measures self against standard of excellence, takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities, uses time efficiently, plans for additional resources, sets goals and objectives, develops realistic action plans.

Professionalism - Approaches others in a tactful manner, reacts well under pressure, treats others with respect and consideration regardless of their status or position, accepts responsibility for own actions, follows through on commitments.

Quality - Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance, monitors own work to ensure quality.

Quantity - Meets productivity standards, completes work in timely manner, strives to increase productivity, works quickly.

Safety and Security - Observes safety and security procedures, determines appropriate action beyond guidelines, reports potentially unsafe conditions, uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment, manages competing demands, changes approach or method to best fit the situation, able to deal with frequent change, delays, or unexpected events.



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Attendance/Punctuality - Is consistently at work and on time, ensures work responsibilities are covered when absent, arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily, undertakes self-development activities, seeks increased responsibilities, looks for and takes advantage of opportunities. asks for and offers help when needed.

Innovation - Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, develops innovative approaches and ideas, presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong ability to execute work with a diversity, equity, and inclusion lens.
- Significant executive support experience, including supporting C-level executives. Nonprofit board experience is highly preferred.
- Expert proficiency with Microsoft Office and desktop publishing software; ability to design and edit graphic presentations and materials.
- Technical proficiency and problem-solving skills related to: IT infrastructure; IT support and troubleshooting; and cloud-based environments (web-based applications).
- Strong verbal and written communication skills.
- Exceptional organizational skills and impeccable attention to detail.
- High degree of professionalism in dealing with diverse groups of people, including Board members, senior executives, staff, community leaders, donors, and funded partners.
- Make appropriate, informed decisions regarding priorities and available time.
- Ability to complete a high volume of tasks and projects with little or no guidance.
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Excellent judgment is essential.
- Ability to switch gears at a moment's notice.

Education and/or Experience

Associates degree (A. A.) or equivalent from two-year college or technical school; and six months to one-year related experience.

Other Skills and Abilities

Must be able to pass an Administration Skills Test.



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Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as Fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Outlook 365, Excel and Word, Raisers Edge is a plus.

Other Qualifications

Habitat for Humanity-Spokane is a Christian housing ministry, and all employees serve in a ministerial and service capacity.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts, fumes, or airborne particles and outside weather conditions. The noise level in the work environment is usually moderate.





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