



## **Job Description**

**Job Title:** Executive Assistant to CEO/Office Manager

**Reports to:** CEO/President

**FLSA Status:** Exempt

**Physical Strength:** Light (L)

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## **Executive Assistant to CEO/Office Manager / Position Summary**

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The Executive Assistant to the CEO/Office Manager's primary responsibility is to provide logistical support and office coordination to the organization, ensuring the installation of appropriate systems and tools for the team's success. Specifically, the position is responsible for providing assistance to the CEO/President, providing general office management, and meeting and event coordination.

## **Essential Duties and Responsibilities**

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1. Provides comprehensive support services to the CEO/President that ensures a professional, responsive and effective experience with the organization as a whole.
2. Provides sophisticated calendar management. Prioritizes inquiries and requests while troubleshooting conflicts with little guidance; makes judgments and recommendations to ensure smooth day-to-day engagements.
3. Administers correspondence, manages incoming calls, and prioritizes phone messages, emails and mail. Handles all calls and visitors with grace, sophistication and professionalism.

## **Job Duties**

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- Writes error-free, eloquent emails and letters for various events and announcements.
- Updates and maintains phone lists for CEO.
- Manages contacts using Outlook to conduct up-to-date database entry, tracks VIP relations and correspondence; facilitates relationships by familiarizing his/herself with various life events (such as birthdays, and other major milestones).
- Provides complex travel arrangements. Becomes familiar with the specific, detailed needs of the CEO and travel partners; creates consistent travel itinerary portfolios for reference and be available during travel times to quickly address any last minute changes or cancellations.
- Accurately tracks expenses for CEO by managing credit cards and receipts. Processes and submits receipts accurately and on schedule.
- Maintains confidentiality and uses a high degree of discretion.
- Works in a professional and focused manner to schedule internal and external meetings including, but not limited to, GPI Board and subcommittees, project teams, etc.
- Prepares for meetings including ordering lunch, booking conference rooms, setting up projector or video conferencing units.
- Uses Outlook, Word, Excel and PowerPoint to produce materials for internal and external meetings and conferences.
- Takes notes and distributes meeting minutes, agendas and meeting packages.
- Works closely with Greater Portland team to arrange meetings and events as needed.
- Assists with recruitment efforts, new hire orientations, on-boarding and terminations.
- Acts as a liaison with landlord and building management on any office-related issues.

- Acts as a liaison with outsourced IT consultant on all technology-related issues, including rapidly responding to staff problems and network outages.
- Acts as a liaison with the organization's outsourced HR service firm, acting as the onsite HR presence for Greater Portland Inc.
- Acts as a liaison with the Board of Directors as needed.
- Sets-up staff meetings, maintains electronic staff calendars and organizes team events.
- Answers and directs calls and emails of the CEO of a general nature.
- Provides timely and proactive management of the organization's office environment.
- Maintains physical and electronic office filing systems for CEO.

#### ***General***

- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation and as a relationship builder.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with guests, vendors, and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Displays engaging interpersonal skills including the ability to think and act strategically, provide sound judgment, and provide a positive and energetic attitude.
- Provides systematic and dependable follow up, as well as a high level of organization and preparedness.
- Maintains workflow under pressure and in a fast-paced, high-profile work environment.
- Respectfully takes direction from CEO.
- Other duties as assigned.

#### **Supervisory Responsibilities**

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Directly supervises the Administrative Assistant. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, making hiring recommendations, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

#### **Qualifications**

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Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. 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.

#### **Education and/or Experience**

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High school diploma required. College coursework preferred. Five to seven years' professional experience in an executive assistant role preferred. Experience with CRM/contact management and Microsoft Office and Outlook is preferred.

#### **Language Skills**

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Strong verbal and written communication 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.

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**Mathematical Skills**

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Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

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**Computer Skills**

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Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

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**Reasoning Ability**

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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.

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**Certificates, Licenses, Registrations**

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Must possess a valid Driver's License.

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**Physical Demands**

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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.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must also be able to frequently drive and walk to events and appointments throughout the Portland Metro area.

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**Work Environment**

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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.

The noise level in the work environment is usually quiet.

**Employee Signature:** \_\_\_\_\_

**Employer Representative:** \_\_\_\_\_

**Date:** \_\_\_\_\_