

Executive Assistant

Reports to: President & Chief Executive Officer

FLSA: Exempt, full-time, year-round

Summary: The Executive Assistant serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the CEO. The Executive Assistant is responsible for supervising and executing the organization and coordination of office administrative operations, procedures, and resources to facilitate CMBG's overall operational effectiveness and efficiency. The Executive Assistant also serves as a liaison to the Board of Directors and senior management team, organizes and coordinates executive outreach and external relations efforts, and oversees special projects. He/she also provides the primary administrative support and assistance to the President & CEO, and at her/his direction, to other executive staff. The Executive Assistant must be creative and enjoy working within a small environment that is mission-driven, results-driven, and community oriented. Working independently and with minimal supervision, the Executive Assistant ensures the successful execution of a wide range of administrative and executive support-related tasks that are needed to meet the administrative challenges of supporting an organization of diverse departments and programs. The individual must have the ability to exercise good judgment in a variety of situations and possess strong written and verbal communication, administrative, and organization skills. He/she must be able to maintain a realistic balance among multiple priorities. The Executive Assistant must have the ability to work under pressure at times and to handle a wide variety of activities and confidential matters with discretion.

Essential Functions: *(This job requires the performance of the following tasks, with or without accommodation. Incumbents may be regularly or occasionally required to assume additional responsibilities or perform additional tasks.)*

Executive Staff Support

CEO

- Manage and maintain the President & CEO's calendar and, as directed, other senior management calendar and meeting schedules, including all internal and external appointments and travel.
- Staff the President & CEO in committee meetings and coordinate follow-up activities.
- Prepare and edit correspondence, communications, and other documents for President & CEO and senior management, as well as for other staff, time permitting. Prepares reports and presentations, creating supporting charts, graphs, spreadsheets, and databases.
- Researches and prepares information for special projects, as requested.
- Completes a broad variety of administrative tasks for the CEO including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing

correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas for the CEO and others; and compiling documents for travel-related meetings.

- Plans, coordinates, and ensures the CEO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CEO's time and office.
- Communicates directly, and on behalf of the CEO, with Board members, donors, staff, and others on matters as needed.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature.
- Provides leadership to build relationships crucial to the success of the Gardens and manages a variety of special projects, some of which may have organizational impact.
- Prioritizes conflicting needs, handles matters expeditiously and proactively, and follows through on projects to successful completion, often with deadline pressures.
- Manages CEO's files, both paper and electronic.
- Responsible for archived legal and Board files.

Staff

- Provides a bridge for smooth communication between the CEO's office and internal departments, demonstrating leadership to maintain credibility, trust, and support with senior management staff.
- Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated.

Board

- Serve as primary administrative staff to the Board of Directors. This responsibility includes handling logistics for Board and Executive Committee meetings, producing minutes at meetings, and maintaining the current and historical records of the Board.
- Receive and interact with Directors, Alumni Council members, and other visitors.

Office Operations and Management

- Evaluate and update, as needed, administrative office operating policies and procedures.
 - Research and develop resources that create timely and efficient workflow.
 - Implement procedural and policy changes to improve operational efficiency.
- Manage office operations in a cost-effective manner.
 - Monitor administrative operations and track expenditures against budget.
 - Identify cost savings opportunities with vendors and contractors.
 - Prepare financial reports and documents, as needed.
- Ensure ready access to resources to support office operations.
 - Procure office supplies from high quality, responsive, low-cost vendors.

- Manage office equipment and serve as vendor and service contractor liaison.
- Serve as primary administrative staff liaison to the IT director.
- Ensure security and confidentiality of all correspondence, data, and files.
 - Supervise archiving and corporate record management.
 - Assist with HR administrative tasks as assigned.
- Prepare for arrival of new staff by assessing equipment and supply needs and procuring same. Instruct new staff on use of office equipment and work computers.
- Oversee coordination and logistical arrangements of meetings and special events and ensure on-site support, as needed.
- In consultation with senior management, manage office administrative functions, including assessing, assigning, and monitoring all administrative/secretarial responsibilities and tasks.
 - Allocate and coordinate office staff support services to optimize task performance and ensure maximum efficiency.
 - Ensure the accurate recording, transcription, and distribution of meeting minutes and basic personnel records.

Qualifications:

Education and Experience

- Bachelor's degree (preferred) or appropriate Associates degree required with at least three years' experience providing support at the executive level.
- Experience interacting with diverse staff at all levels in a fast-paced environment.
- Prior experience supervising other administrative staff preferred.
- Strong interpersonal skills to work effectively with staff, Directors, and others.
- Familiarity with the nonprofit and philanthropic sectors is preferred.
- Proficient computer skills with up-to-date and in-depth knowledge of relevant software such as MS Office Suite (Excel, Word, PowerPoint, Outlook), Adobe Acrobat, Google Mail and Calendars, internet/web, and electronic communication programs.
- Ability to work in databases, spreadsheets, and presentations
- Knowledge of standard office administrative practices and procedures.
- Experience coordinating and facilitating basic computer and other office equipment issues.
- Knowledge of human resources management practices and procedures preferred.

Key Competencies

- Commitment to CMBG's mission and work.
- Exceptional professionalism with a drive for excellence.
- High ethical standards and a commitment to confidentiality and integrity.
- Ability to manage subordinate staff in a supportive, effective manner.
- Well-organized with a high degree of organizational and planning skills.
- High level of accuracy with the ability to pay attention to detail.

- Exceptional time-management skills with the capacity to balance multiple schedules and demands, sometimes under pressure.
- Adaptability and flexibility to meet changing organizational needs.
- Proactive, resourceful, and willing to make suggestions about and implement operational changes that improve office operation.
- Ability to exercise sound judgment and independent decision-making.
- Capacity to foster and promote teamwork and collaboration.
- Strong customer service orientation.
- Excellent verbal and written communication skills.
- Strong problem analysis and the capacity to apply problem-solving skills.

Work schedule: The Executive Assistant is a year-round, full time position with some potential seasonal variations, including occasional evening responsibilities. The position requires a willingness to work a flexible schedule.

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this position description. I understand the responsibilities, requirements, and duties expected of me. I also understand that this position description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the company has a similar right.

Employee: _____

Signature

Date

President & CEO: _____

Signature

Date