



Big Brothers Big Sisters of Metro Milwaukee, Position Description

Position Title:	Executive Assistant
Reports To:	President & CEO
Department:	Administration
FLSA Category:	Exempt
Date Approved:	February 2019

POSITION SUMMARY

The Executive Assistant is the primary support person for the President & CEO. In this role, the Executive Assistant is a crucial communication link between the CEO, senior leadership, staff, the Board of Directors, supporters and users of the agency's services. This position processes and researches a number of issues, many of which are of a confidential nature, or requires access to confidential records. The position provides administrative support to other positions of the agency most notably the VP of Finance and Administration and functions as a critical player on the office management team.

Highly organized and systematic, he or she will take pride in ensuring every detail is explored and executed correctly. An affinity for nonprofit work and community-based relationship building, and a desire to deliver excellent customer service are required.

QUALIFICATIONS

Education

- College degree is preferred.

Experience

- Minimum 4 years' experience in office administration and experience working with Sr. Leaders and Executives. Office management experience preferred.

Competencies and Skills

- Advanced knowledge and experience in Microsoft Office Suite including Word, Outlook, Access, Power Point and Excel. Advanced experience with complex calendar management and scheduling.
- Excellent interpersonal skills including oral and written communication skills reflecting solid customer service both in-person and via the telephone.
- Flexibility and skill in working as a team member as well as independently in a high-demand, multi-task environment.
- Exceptional time management skills are necessary. The fast paced and multi-dimensional nature of this position requires a very well organized, proactive professional who can interact effectively with members of the board, senior staff and other staff at all levels.
- Ability to understand the big picture and align priorities accordingly.
- Good judgement and organizational ability to prioritize and organize a workload to meet daily demands, as well as respond to urgent situations.
- Close attention to detail and accuracy; personal initiative, reliability and follow-up.
- Ability to maintain confidentiality throughout daily operations and communications.
- Ability to relate well in multicultural environments.

RESPONSIBILITIES:

Administrative Support

- Maintain the CEO's calendar; serve as first contact for the CEO.
- Assist the CEO in the planning and coordination of meetings and special events. This includes but is not limited to arranging the optimal time with meeting participants and insuring that meetings have the appropriate elements present such as presentation technology, printed materials, and timely follow-up.
- Function as main point of contact for Board of Directors including; board meeting planning, preparation and follow-up. Coordinate all communications to the Board of Directors



including meeting notices, managing RSVP's, meeting minutes and materials, signatures and approvals.

- Compile and process confidential materials as necessary.
- Coordinate all travel arrangements for the agency including airfare, hotel and conference registrations.

Operations Support; Finance, Human Resources, IT

- Oversees all agency credit card purchasing.
- Process all incoming donations to the agency and make timely deposits to agency bank account and oversee the petty cash.
- Maintain and manage the agency's inventory of supplies. Reorder supplies on a timely basis to insure that necessary supplies are always in stock.
- Function as the assistant Human Resources contact for the VP of Finance and Administration performing various duties including payroll, hiring and onboarding assistance and other confidential matters.
- Conduct background checks for Staff & Board of Directors.
- Manage special projects of a confidential nature (may be financial or human resource related) as assigned by the CEO.
- Function as a point of contact for IT issues; work with VP of Finance & Administration and onsite IT liaison to trouble-shoot issues to keep high level of staff productivity
- Maintains all Office equipment: postage machine, printers, copier.

Organizational Support

- This position has a "Command Central" feel to it and has an overall agency functionality component. Oftentimes staff will seek the input of this position – questions, comments and concerns are typically shared with this person especially when they are seeking input and a solution.
- This role is critical in creating an environment and culture of trust, accountability, high performance and fun.
- Maintains a balance between staff and senior staff – functions as the trusted liaison.
- Manages the communication to our Board of Directors and donors as a representative of the CEO's office.
- Other duties as deemed necessary based on business needs and the requests of senior staff.