



POSITION DESCRIPTION

Position: **Executive Assistant - Confidential**

Reports to: Executive Director

Status: Non-Exempt; full-time; 40 hours per week

Date Prepared: December 5, 2017

POSITION SUMMARY:

Under the supervision of the Executive Director, the Executive Assistant provides executive support in a one-on-one working relationship. The Executive Assistant serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the Chief Executive Officer/Executive Director. The Executive Assistant also serves as liaison to the Board of Directors and senior management; organizes and coordinates executive outreach and external relations efforts; oversees special projects; provides administrative support to the Executive Director; assists other managers/directors with administrative duties as time permits; and routinely helps with matters related to Human Resources and personnel. Duties further include but are not limited to: administrative assistance; coordination of meetings and events; the creation of board packets and board related materials; human resources and personnel management assistance; and payroll back-up. The Executive Assistant may be requested to attend Management Team Meetings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Executive Support

- Complete a broad variety of administrative tasks for the Executive Director including: responding to emails, answering phones and managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed plans, itineraries, and agendas.
- Plans, coordinates and ensures the Executive Director's schedule is followed and respected. Provides "gatekeeper" and "gateway" role for direct access to the Executive Director and other members of the Management Team.
- Communicates directly, and on behalf of the Executive Director with Board members, donors, Hospitality House staff, and others, on matters related to organizational business.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the Executive Director, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Provides a bridge for smooth communication between the Executive Director's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Works closely and effectively with the Executive Director to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the Executive Director updated.

- Provides leadership to build relationships crucial to the success of the organization, and manages a variety of special projects for the Executive Director, some of which may have organizational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the Executive Director's ability to effectively lead the company.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

Personnel Management

- In partnership with the Executive Director and the Director of Administration and Finance, oversee the Human Resources department for Hospitality House, setting the standard for best practice standards, including maintaining confidentiality.
- Assist with posting job openings for Hospitality House and Bread & Roses Thrift Store.
- Assist with writing and updating job descriptions as needed and directed.
- Schedule interviews for prospective employees, and participate on the interview committee when needed. Help manage communications between employee candidates and Hospitality House until the interview process is complete and a hiring determination has been made. Communicate interview outcomes and inform candidates who are not selected; write offer letters and determine start dates.
- Ensure information is disseminated to staff on existing and/or new procedures.
- Ensure that managers and supervisors are conducting annual performance appraisals of staff. Send reminders when managers are overdue in their evaluations.
- Help support managers and supervisors with appropriate steps for disciplinary action. Provide guidance and back up assistance (through attendance) to managers when issuing written warnings, maintaining confidentiality at all times.
- Assist the Director and Administration and Finance with managing personnel files, ensuring that all files are complete and that confidentiality is continuously and consistently upheld.
- Assist the Director of Administration and Finance in the oversight of vendors contracted on behalf of Hospitality House to perform services and/or install product/equipment, ensuring that such a contract has been both signed off by the Executive Director and within the approved budget before any work takes place or product delivered.

Board Support and Liaison

- Maintains discretion and confidentiality in relationships with all board members.
- Adhere to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic and paper format.
- Serves as minute taker for all Board Meetings, typing up notes afterward and preparing them for Board approval at the next Board Meeting.

Senior Management Liaison

- Participates as an adjunct member of the Executive Management Team including assisting in scheduling and attending meetings.
- Assists in coordinating the agenda for management team meetings and off-sites, and all all-staff meetings.
- Facilitates cross-divisional coordination.

Communications, Partnerships and Outreach

- Ensures that the Executive Director's bio is kept updated and responds to requests for materials regarding the Executive Director and the organization in general.
- Edits and completes first drafts for written communications to external stakeholders.

Community Relations

- In partnership with the Executive Director and Program Manager, ensure compliance with all agreements with other organizational entities, such as the Use Permit Conditions with the City of Grass Valley.
- Facilitate use of volunteers, where appropriate, in all areas of Hospitality House.
- Follows up with contacts made by the Executive Director and supports the cultivation of ongoing relationships.
- Edits all, and creates acknowledgement letters and emails from the Executive Director to donors and key stakeholders.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

COMPETENCIES:

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

Intellectual

- Analytical - Synthesizes complex or diverse information; collects and researches data; designs work flows and procedures.
- Design - Generates creative solutions; uses feedback to modify designs; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- 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.
- 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.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.

- 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.
- 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.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- Teamwork – Contributes to building a positive team spirit; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values and adheres to the strictness of confidentiality.

Leadership

- 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 per the Executive Director; sets expectations and monitors delegated activities.
- Managing People – Includes staff in planning, decision making, facilitating and process improvement; makes self-available to staff; develops staff's skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.
- 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; organizes or schedules other people and their tasks; 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.
- Innovation – 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.
- 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.

Organization

- Business Acumen – Understands business implications of decisions; demonstrates knowledge of market and competition; aligns work with strategic goals.

- Cost Consciousness – Works within approved budget; conserves organizational resources.
- 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.
- 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.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adapting to change in how business is conducted and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities in terms of managing staff, but is responsible for the overall direction, coordination, and administrative oversight of the office of the Executive Director. Carries out supervisory responsibilities in accordance with Hospitality House's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, and overseeing financial processes and payroll systems, contracts, compliance with employment law, rewarding and disciplining employees; addressing complaints and resolving problems.

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.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A.) or equivalent from a four-year college or technical school; or three to five years related in administrative assistance and/or non-profit management experience and/or training; or equivalent combination of education and experience. Some Human Resources experience preferred.

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 volunteers, donors, members of the general public and employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Gmail); and Presentation software (PowerPoint). Experience with QuickBooks Financial Software and Database Software a plus.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current vehicle insurance and a valid CA state driver's license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Must have excellent written and verbal skills.
- Must be able to maintain confidentiality.
- Solid understanding of Microsoft Office and Outlook.
- Exceptional people skills.
- Possesses a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House.
- Principles and practices of hiring, supervising, training and evaluating staff.
- Understanding of employment laws, staying up to date on changing labor laws and federal, state and local rulings.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.

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 stand, sit and walk (including up and down stairs); use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must occasionally 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, color 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.

The noise level in the work environment is typically moderate to high with high levels of distraction.

NATURE OF SUPERVISION RECEIVED:

Must be able to work independently toward attainment of operational goals and contract compliance.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Printed Name: _____ Date _____

Signed: _____