



JOB DESCRIPTION

EXECUTIVE ASSISTANT

The leadership of Family and Workforce Centers of America (FWCA) has a history of serving the St. Louis community for over 30 years. FWCA has an immediate opening for an **Executive Assistant**.

POSITION SUMMARY

Reporting directly to the President and CEO, 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 President. The Executive Assistant also serves as a liaison to the board of directors and senior management teams; organizes and coordinates executive outreach and external relations efforts; and oversees special projects. The Executive Assistant must be creative and enjoy working within a small, entrepreneurial environment that is mission-driven, results-driven and community oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Executive Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

ROLES AND RESPONSIBILITIES

Executive Support

- Completes a board variety of administrative tasks for the President & CEO including managing an extremely active calendar of appointments; completing expenses reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; 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 President and CEO, with Boards members, donors, Foundation Staff, and others, on matters related to CEO's programmatic initiative.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to/by the President, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Provides a bridge for smooth communication between the President's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Works closely and effectively with the CEO 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 President updated.

- Provides leadership to build relationships crucial to success of the organization and manages a variety of special projects for the president, some of which may have organizational impact and may be confidential at times.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgment letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the company.
- Prioritizes conflicting needs; handles matter expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures and explicit confidentiality.
- Other executive support duties as assigned

Board Support and Liaison

- Serves as the President's administrative liaison to organization's boards of directors
- Prepares agendas and minutes for quarterly board meetings
- Gathers department reports, assembles board packets, assists with documentation preparation and meal planning/ordering as needed
- Maintains discretion and confidentiality in relations 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/paper format
- Other board support and liaison duties as assigned

Senior Management Liaison

- Participates as an adjunct member of the Executive Team including assisting in scheduling meeting and attending all meeting, as needed/requested
- Assists in coordinating the agenda of senior management team meeting, including off-site, employee and all staff meetings, as needed/requested
- Other senior management and liaison duties as assigned

Communications, Partnerships, and Outreach

- Ensures that the President's bio is kept updated and responds to requests for material regarding the President and the organization in general
- Edits and completes first draft for written communications to external stakeholders, as needed/requested
- Other communications, partnerships and outreach duties as assigned

JOB SKILLS AND ABILITIES

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

JOB QUALIFICATIONS

- Bachelor's degree required or,
- Strong work tenure: five to 10 years of experience supporting Senior Leaders or C-level Executives, preferably in a non-profit organization
- Experience and interest in internal and external communications, partnership development, and fundraising
- Proficient in Microsoft Office (Outlook, Word, Excel, and PowerPoint), Adobe Acrobat, and Social Media web platforms