



## **EXECUTIVE ASSISTANT JOB DESCRIPTION**

**Job Title:** Executive Assistant  
**Department:** Administration  
**Reports To:** Chief Operating Officer  
**FLSA Status:** Exempt  
**Prepared By:** Ann Parker  
**Date:** 2-10-21  
**Approved By:** Rob Fowler  
**Date:** 2-10-21

### **SUMMARY**

The successful candidate is a polished and professional manager of operational functions that serves the entire organization. Provides high-level administrative support to the Chief Executive Officer, President, the Chief Operating Officer and other members of the organization as needed. Position is currently primarily remote, but does require attendance at a Lansing MI based office one day a week.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Manage a variety of Association governance, operations, and facilities management duties including, but not limited to:

#### Administration

Support the Chief Executive Officer, President and Chief Operating Officer by serving as a liaison to internal and external audiences. These duties include, but are not limited to:

- Manage schedules and contacts from both internal and external sources. Display the highest level of professionalism in managing the meetings and relationships for external boards, task forces and committees on which the CEO and President serve.
- Coordinating business correspondence such as letters, memos, forms, policies and procedures, meeting notices, agendas and minutes. This duty may include handling of confidential information.
- Provide administrative and clerical support to members of the management team as needed. This includes assisting with travel arrangements, preparing expense reports and other projects as assigned.
- Other duties as assigned by the Chief Operating Officer.

### Operations

- Supervises administrative support for operations including primary and back-up telephone coverage using Microsoft 365 Business Voice, remote deposits for banking, handling mail, supply inventory and package pick-up and delivery.
- Assist with meeting planning activities especially quarterly SBAM and periodic subsidiary Board of Directors meetings. This duty includes negotiating and making decisions with outside contractors to determine site location, menus, room set-up, registration process and other details critical to successful meetings.
- Main liaison with the Association's information technology support vendor. This includes troubleshooting and coordinating all tickets, reviewing proposals for new equipment and services, new and departing employee network setup.
- Maintain contracts, coordinate customer service requests, billing issues and troubleshooting with telephone service providers. The organization is converting to Microsoft Office 365 Business Voice in the spring of 2021.
- Maintain vendor contract files, leased equipment contracts and maintenance agreements.

### Governance

- Support SBAM and related entities Board and volunteer committee structure. This includes maintaining a master calendar for all Association Board and Committee meetings, preparation of meeting notices, agendas, correspondence, minutes, coordinating presenters and other guests to attend these meetings and keep volunteer committee participation current in the membership database.
- Manage quarterly meetings and Board member demographic information in BoardPaq, an electronic Board meeting management system.
- Maintain the master copy of Association Bylaws, Policy and Procedure Manual, Strategic Plan and corporate minute books.

### Facilities management

- Manage day-to-day operations including facilities management and maintenance issues with building manager.
- Arrange for periodic maintenance of the office suite including internal window washing, carpet and cork tile cleaning, furniture and appliance repair.
- Primary contact with various parking facilities to manage accounts for this employee benefit.

## **SUPERVISORY RESPONSIBILITIES**

This position will supervise and direct the work of the non-exempt Receptionist position. This position will also serve as a “team leader” directing projects with employees across the organization and negotiating with and direct the work of external vendors.

## **COMPETENCIES**

- Technologically savvy
- Organization skills
- Customer service orientation
- Proactive to resolve issues before they become problems
- Manage multiple projects simultaneously

## **MINIMUM REQUIREMENTS**

### **1. Skills/Knowledge**

Advanced knowledge of Microsoft Office 365 (Word, Excel, Outlook, PowerPoint, SharePoint, Teams) and Adobe Creative Suite. Proficiency with Microsoft Teams, Zoom and other commonly used remote meeting tools is a must.

Superior spelling, grammar and business correspondence formatting skills required.

Successful candidate must use tact and diplomacy to communicate at all levels of the organization and be able to maintain confidential information.

Understanding databases, knowledge of legislative process, non-profit operations and basic bookkeeping knowledge are helpful.

### **2. Experience/education**

Minimum two-year associate's degree in a related field and at least five years experience in an executive or administrative level position required.

### **3. Physical effort and dexterity**

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands and fingers on telephone keypad and computer keyboard. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds. The employee must have access to reliable transportation and a valid drivers' license.

### **4. Work environment and scheduling**

The regular work environment results in little to no exposure to heat, cold, dust, loud noise or chemicals. Regular working hours for this employee are 8:00 a.m. - 5:00 p.m. At least two times per year out of town travel is required, typically involving one overnight.

Current employees of the organization are working remotely until at least April 1, 2021. Future work schedule may include a hybrid of working remotely and in the SBAM headquarters office. Until April 1, this position is considered part of a business operations team that works in the office one day a week.