

FLSA Status: Non-Exempt
Prepared By: Margaret Creighton
Job Title: Executive Assistant
Reports To: President/CEO
Prepared Date: Revised 7/11/2025

Summary:

The Executive Assistant provides support to the President/CEO and the Leadership Team, ensuring efficient and timely operations of the administrative, leadership, and governance functions to support and enhance the work of the organization as outlined in the Vision Statement, Mission Statement and Strategic Plan. The Executive Assistant maintains communications with the board of directors and other VIPs. They are also responsible for certain organizational record-keeping as well as communications with the contract IT administrator and other vendors.

Essential Duties and Responsibilities:

- Provides administrative support to the President and administrative staff as assigned; anticipates needs, schedules appointments, manages correspondence, etc.
- Provides support for Leadership Team members as requested.
- Serves as primary liaison in communicating with the board of directors, prepares board and committee meetings, keeps records such as minutes, director files, financial documents, etc.
- Staffs board finance committee, governance committee, and others as assigned.
- Manages the IT vendor relationship as well as IT needs for staff. Maintains a neat and organized system for files on the organization's server.
- Maintains important organization and administrative records per the document retention policy, such as policies, procedures and contracts.
- Manages organization-wide policies as assigned. Manages details, coordinates across departments, keeps policy records, etc.
- Performs duties with emphasis on confidentiality for board, employee, agency activities.
- Maintains neat and tidy shared spaces, including break rooms.
- Manages phone system assignments and tracks changes.
- Provide back-up for front desk duties when receptionist is unavailable.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Professional demeanor and presentation.
- Knowledge of nonprofit operations
- Knowledge of general office procedures and processes
- Knowledge of office equipment and systems
- Knowledge of office software programs (Microsoft Office, database software)
- Knowledge of basic personal computer functions; comfort with hardware & software management

Personal Characteristics:

- Person of exemplary character who is deeply committed to Positive Tomorrows' mission.

- Sets priorities, develops a work schedule, monitors progress towards goals, and tracks details, data, information and activities. Thinks critically and analyzes situations.
- Ability to work with confidential and highly-sensitive matters
- Able to excel in a dynamic work setting with multiple projects and pressured deadlines.
- Able to establish and maintain effective internal and external working relationships.
- Ability to work as a member of a team
- Attention to detail
- Computer savvy; Excellent skills in word processing, database management, webpage posting and electronic communication software
- Excellent spoken and written communication skills
- Excellent ability to organize. Manage multiple tasks and prioritize tasks

Competency:

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

- Problem Solving - Gathers and analyzes information skillfully. Anticipates problems & prepares.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- Initiative - Volunteers readily; Anticipates problems, opportunities and needs and commits to resolve them; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Technical Skills - Shares expertise with others.
- Interpersonal - Maintains confidentiality; Remains open to others' ideas and tries new things.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Adaptability - Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
- 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.
- 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.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

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/Experience:**

Bachelor's degree in business administration, communications, or a related field preferred.
Minimum of 3 years of experience in an administrative support role, preferably in a non-profit environment.

- **Language Ability:**
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Excellent written and verbal communication skills, with a professional demeanor.
- **Math Ability:**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability:**
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Strong organizational and time-management skills, with the ability to manage multiple priorities.
- **Computer Skills:**
To perform this job successfully, an individual should have proficiency in Microsoft Office Suite Project Management software and Database software.

Supervisory Responsibilities: This position has no supervisory responsibilities.

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. While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

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.

- Must be willing to work flexible hours, including evenings and weekends.
- Must have vision and auditory abilities to operate office equipment listed above.
- Must possess a valid Oklahoma Driver's license, have reliable transportation and the ability to drive.
- Must be able to carry 25 pounds and carry a display board to presentations.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____