

# CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

Page 1 of 2

|  |                              |                      |
|--|------------------------------|----------------------|
| <b>Title:</b> Executive Assistant          | <b>Grade:</b> 7              |                      |
| <b>Reports To:</b> Chief Operating Officer | <b>FLSA Status:</b> Exempt   |                      |
| <b>Supervises:</b> N/A                     | <b>Date Written:</b> 9/27/05 | <b>Date Revised:</b> |
|  |                              | 9/11/2017            |

## POSITION SUMMARY

Reporting directly to the Chief Operating Officer (COO), 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 COO. The Executive Assistant also serves as a liaison to the board of directors and senior management teams; organizes and coordinates executive outreach and internal/external relations efforts; and oversees special projects. The Executive Assistant must be creative and enjoy working within a mission and results driven environment that focuses on supporting the larger community needs. 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.

## ESSENTIAL FUNCTIONS

### Executive Support

1. Completes a broad variety of administrative tasks for the COO including: managing a calendar of appointments; completing expense 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.
2. Plans, coordinates and ensures the COO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the COO's time and office.
3. Communicates directly, and on behalf of the COO, with Board members, donors, staff and others, on matters related to COO's programmatic initiatives.
4. Researches, prioritizes, and follows up on incoming issues and concerns addressed to the COO, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
5. Provides a bridge for smooth communication between the COO's office and internal departments; demonstrating leadership to maintain credibility, trust and support with management staff.
6. Works closely and effectively with the COO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately.
7. Provides leadership to build relationships crucial to the success of the organization, and manages a variety of special projects for the COO, some of which may have organizational impact.
8. Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the COO's ability to effectively lead the organization.
9. Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

## **Senior Management Liaison**

1. Participates as an adjunct member of the Leadership Team including assisting in scheduling meetings and attending all meetings.
2. Assists in coordinating the agenda of Leadership Team meetings and off-sites, and all staff meetings.
3. Facilitates cross-divisional coordination of travel and outreach plans.

## **Communications, Partnerships, and Outreach**

1. Ensures that the COO's bio is kept updated and responds to requests for materials regarding the COO and the organization in general.
2. Edits and completes first drafts for written communications to external stake holders.
3. Acts as a "barometer," having a sense for the issues taking place in the community and keeping the COO updated.

## **Strategic Initiatives / Fundraising**

1. Works with the Development team in coordinating the COO's outreach activities.
2. Follows up on contacts made by the COO and supports the cultivation of ongoing relationships.
3. Edits all, and creates acknowledgement letters from the COO to donors.

## **OTHER FUNCTIONS**

---

- Other duties as assigned.

## **MINIMUM REQUIREMENTS**

---

### **Education/Experience:**

- Bachelor's degree required.
- Strong work tenure: 2 to 4 years of experience supporting C-Level Executives, preferably in a non-profit organization.

### **Skills/Knowledge:**

- Experience and interest in internal and external communications, partnership development, and fundraising.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.
- Ability to speak, read, and write Chinese a must.

### **Physical Demands:**

- Must have visual, hearing and learning capabilities sufficient to perform the essential functions.

### **Environment and Scheduling**

- Flexible and available for additional hours.

## **EMPLOYER'S RIGHTS**

---

This description is intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Management retains the right to add to or change the duties at any time.