

Job Title: Executive Assistant

Reports To: President / CEO

Type: Full-Time

Schedule: Monday - Friday

FLSA Status: Exempt

Summary:

The Executive Assistant serves as confidential assistant providing a high degree of administrative and executive-level support to President/CEO. The individual in this position manages authoritative information; shares comprehensive knowledge of the overall function of the organization; manages office functions and administrative support to the Board of Directors, Executive team, and all levels of staff as needed. Plays a pivotal role in the successful management and operation of the office.

Essential Duties and Responsibilities:

Administration & Support - President and CEO:

- Daily monitoring and responding to emails on behalf of President/CEO as appropriate.
- Coordinates, manages, and accommodates all aspects of the President/CEO's schedule and calendar daily including:
 - Scheduling to ensure a manageable calendar of meetings/events.
 - Printing and preparing meeting materials as needed.
 - Verifying location and time of previously scheduled meetings.
 - Making reservations on behalf of President/CEO and any guests as needed.
 - Completing daily errands and tasks.
 - Any other task deemed appropriate by the President/CEO.
- Attends meetings with the President/CEO to assist with notetaking and any administrative tasks that meeting follow-up requires.
- Schedules travel itineraries and coordinates related arrangements.
- Initiates, composes or responds to correspondence on behalf of, or for the signature of the President/CEO, including issues of confidential nature.
- Provides administrative support for the President/CEO while traveling.
- Serves as a liaison between executives, managers and visitors as required.
- Researches and fulfills information requests from internal and external business contacts.
- Resolves routine and complex inquiries and problems requiring in-depth knowledge of organizational, departmental policies, procedures and projects in progress.
- Compiles, computes, summarizes and analyzes data for special reports.
- Independently prepares and distributes minutes of meetings. Initiates follow-up on items discussed in meetings.

Administration & Support – Staff and Facilities:

- Coordinate meetings with President/CEO and/or Executive team as needed.

- Coordinate travel arrangements and logistics for staff members as requested.
- Facilitate and coordinate the ordering and delivery of goods and ensure they are received by the appropriate departments.
- Manage office supply inventory and distribution, including frequent cost-comparison analysis to ensure the best cost outcome.
- Coordinate with and assist Chief Administrative Officer and Facility and Safety Manager on major purchases such as equipment, office furniture, etc.
- Monitor the Contact Us, info@ email and provide timely responses/forwards as appropriate.
- Maintain and change, as necessary, the telephone phone system and phone tree.
- Maintain various organization files and calendars with up-to-date information such as monthly/yearly statistics, etc.
- Assist the HR Manager with logistics and any tasks needed to complete new hire onboarding and offboarding processes for HSC employees.
- Manage and organize employee uniforms and place orders when needed.
- Assist HR Manager in creation of benefit and policy PDFs, pamphlets and presentations for current staff or prospective new hires when needed.
- Support Human Resources Department with special assignments and duties when necessary.
- Assist Development team with support leading up to and at special events.
- Organizes and schedules projects as needed including in-house staff training, meetings, and seminars.
- Prepares Education Center for All-Staff Meetings, compiles presentation for staff, coordinates catering and manages calendar working with other departments to plan training.
- Provide excellent customer service to all visitors and clients.
- Build and maintain effective relationships with donors and HSC partners.
- Conduct tours of the Animal Resource Center for donors, guests, and partner shelters.

Board of Directors Management:

- Manages Board and Board Committee communication.
- Maintains and updates board portal including creating and distributing board meeting materials, updating contact information, uploading documents as appropriate, maintaining library of existing documents, and ensuring all information is current and relevant.
- Coordinates all aspects of Board meetings including meeting venue, catering, IT support (if needed), materials preparation, attendance including minute-taking, and any follow-up action items needed.
- Prepare monthly Board package with data and key messages from all departments.
- Produce and edit draft of Board minutes for Board Secretary review.
- Attend and record meeting minutes for the Finance Committee or other committee meetings as needed.

Volunteers:

- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.
- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; train volunteers to assist department.

- Performs special assignments and other duties as assigned when necessary.

Qualifications/Expectations:

- **Preferred:** Bachelor's degree in relative field or 2 years of experience as an Executive Assistant.
- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals and people in our community.
- Strong computer skills, proficient in MS Office, and database management software experience.
- High level of emotional intelligence and awareness.
- Proactively and consistently demonstrate friendly, engaging dialogue with event attendees, visitors, donors, volunteers, board members and committee members.
- Uses discretion to respond or refer inquiries to staff to resolve situations.
- Uses discretionary initiative and judgment in handling sensitive and confidential details, establishing priorities and resolving problems relating to day-to-day operations and administrative details.
- Respect confidentiality of issues and materials often associated with the Executive Office.
- Willingness to change directions when circumstances demand.
- React with the appropriate level of urgency; see tasks and projects through to completion regardless of challenge or obstacles.
- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework.
- Goal oriented, committed to excellence and results.
- Strong interpersonal communication skills required, as well as high-level skills in written and verbal communication.
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment.
- Must be comfortable interacting with dogs and cats.
- Must have a valid driver's license, reliable mode of transportation and good driving record.
- Must be willing to work flexible hours, including evening and weekends, as needed.
- EOE

Work Environment:

- Exposure to high noise levels and odors.
- Exposure to fumes or airborne particles and toxic or caustic chemicals.
- Risk of exposure to zoonotic disease in shelter environment.

Physical Demands:

- Must be able to lift & move up to 25 lbs.
- Must be able to stand for extended periods of time at events.