

Job Title: Executive Assistant

Reports to: Chief Executive Officer

Type of position: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Contract	Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Hours: <u>40 hours per week</u> <input type="checkbox"/> Varies/Hybrid <input checked="" type="checkbox"/> Scheduled <input type="checkbox"/> On-Call
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Job Purpose:

The Executive Assistant is responsible for providing overall administrative support to the CEO, managing office and administrative tasks, as well as helping to support the Board of Directors. This individual professionally represents Hospitality House of Charlotte in-person and through written and verbal communication. The primary functions include ensuring the CEO conducts daily business in an organized, proactive, and prepared context, to create and administer appropriate processes and systems to support the organization, to oversee specialized projects, and to provide administrative support to the Board of Directors. This role requires a high degree of independent judgement, decision making, initiative, and discretion.

Allocation of Time:

Performance is measured by observation, correspondence, written documentation, and based on bottom line results as follows:

- Executive Team Support - 60%
- Manage Internal Organizational Systems – 30%
- Support of the Board of Directors – 10%

Summary of Duties:

Below is a summary of major duties and responsibilities of the Executive Assistant.

Executive Team Support

- Serve as the primary point of contact for external constituents for the CEO and leadership team, including board members, donors, and community partners.
- Coordinate Board and Committee meetings: schedule meetings, create agendas, prepare and distribute materials, take minutes, and follow up on action items.
- Communicate professionally and proactively on behalf of the CEO and leadership team with Board members, donors, guests, and volunteers.

- Monitor, manage and maintain office equipment and supplies; request repair or restocking when necessary.

Manage Internal Organizational Systems

- Oversee daily office management, accomplish tasks including but not limited to organizing mail, overseeing vendor relationships, IT management, and ordering office and House supplies.
- Manage corporate communication channels.
- Ensure timely and accurate entry of gifts and constituent data and assist with monthly reconciliation.
Generate and send acknowledgment letters and tax receipts in a timely and personalized manner, ensuring accuracy and donor recognition best practices.
Maintain databases, mailing lists, and paper and electronic filing system.
- Maintain digital filing integrity, including document management and archiving.
- Maintain and update policies and procedures for the organization.
- Prepare materials for staff and board of directors onboarding.
- Ensure confidentiality and security of donor and guest records and sensitive information.

Support Board of Directors

- Manage the engagement of the Board of Directors, including acting as the liaison to coordinate meetings and retreats, orientations and onboarding, attendance and performance tracking, and special initiatives.
- Responsible for correspondence such as setting and confirming board and committee meetings, sending preparation materials, maintaining meeting minutes and resolutions, maintaining board lists and handbooks, and preparing amendments to bylaws.
- Support the Board of Directors in strategic planning oversight.

This position may perform other duties not mentioned above. Specific responsibilities may change from time to time at the discretion of the CEO.

General Responsibilities

- Strong judgment and decision-making abilities
- Understand the importance of confidentiality and trust when supporting senior leadership
- Work with confidential and sensitive materials and information.
- Work with minimal oversight to manage deadlines and due dates
- Manage time wisely to meet goals
- Take initiative and carry out tasks completely
- Understand the importance of customer service skills
- Adhere to all policies and procedures of HHOC
- Strong communication skills

Qualifications

The following qualifications are the minimum requirements necessary to adequately perform the job. However, any equivalent combination of experience, education, and training that provides the

necessary knowledge, skills, and abilities will be acceptable; subject to any legal and/or regulatory requirements.

Position Requirements

- 3+ years as an Executive Assistant, or equivalent, relevant experience
- Ability to work in a collaborative environment
- Excellent communication skills: written and verbal Ability to represent HHOC to various audiences in a professional manner that is consistent with the image and mission of the organization
- Must be highly proficient with the Office 365 Suite
- Must be computer savvy and comfortable learning and utilizing office technology systems
- A passion for helping people in medical crisis, grounded in empathy, and a desire to ease their burden; ability to work unsupervised; highly self-motivated

Physical Requirements and Working Conditions

- This position will require sitting at a computer for extended periods of time and the ability to type and talk on the phone. Throughout the day, the employee will move around the office to perform various tasks. Must be able to lift up to 15 pounds from time to time.
- The position will primarily be located indoors at the HHOC office, a climate-controlled space with frequent personal interactions. The employee should be prepared to attend meetings and other events at locations other than Hospitality House's office location; some evening and weekend work may be required at times.

Salary and Benefits

- Hospitality House of Charlotte offers a competitive benefits package that includes health, dental, and vision coverage (HHOC currently covers 100% of employee premium), cell phone stipend, Simple IRA matching contributions, and paid time off.
- The expected starting salary range for this position is **\$55,000 - \$60,000** with consideration given for applicable education and experience above the minimum requirements.