

POSITION TITLE: *Executive Assistant*

POSITION DESCRIPTION:

Provide executive level administrative/clerical support to Chief Executive Officer as well as backup support to other internal divisions as directed and/or required. Perform a wide variety of detailed and complex administrative tasks with minimal supervision, frequently in a confidential fashion.

PRIMARY SCOPE OF RESPONSIBILITY:

- Enthusiastically greet and service Members and guests courteously, professionally, and personably, escorting them to the proper associate as applicable.
- Provide executive level administrative services to CEO and other departments as necessary.
- Handle all correspondence and route accordingly in a timely fashion.
- Receive, screen and direct calls appropriately.
- Assist with meeting accommodations to include materials, scheduling, catering needs, etc.
- Ensure office environment and meeting rooms are “guest and meeting ready” at all times, reflecting a warm, tidy appearance and welcoming atmosphere.
- Maintain kitchen (stock materials as needed, coordinate office water and coffee orders, etc).
- Maintain Association calendar relative to Board of Directors, General Membership, Committee and other meetings.
- Maintain reservation lists for Association sponsored functions as directed.
- Identify and coordinate external tech support functions.
- Develop and maintain effective internal filing system.
- Centralize committee and membership rosters, coordinate meetings, attendance schedules, etc.
- Assist CEO with committee activities as applicable, and oversee business operations area.
- Work with all other departments to identify and assist with individual/group needs.
- Adhere to Customer Satisfaction Policy and make recommendations for enhancements.

EXECUTIVE ASSISTANT

INTERNAL RELATIONSHIPS:

Report directly to the Chief Executive Officer and interact closely with other divisions of the organization in order to carry out stated objectives. Provide administrative/clerical support to other departments as required, Committee Chairmen and Members for certain tasks, projects and/or meetings as necessary.

EXTERNAL RELATIONSHIPS:

Handle incoming calls personally and professionally from Members and public, screening, servicing and/or routing as applicable. Interact with NAR, PAR and neighboring Association staff, external professional service providers and/or governmental agencies.

PERFORMANCE STANDARDS:

- Display initiative in contributions to office efficiency.
- Correspondence is prepared professionally with minimal errors.
- Positive feedback from Members and/or guests relative to Association contact.
- Reports and projects are completed within allocated timeframes and are reflective of the highest quality standards.
- Files are maintained in such a manner so as to contribute to office efficiency.
- Mail and messages are properly recorded and routed expediently.
- Positive and professional interaction and support with co-workers, contributing to overall operating efficiency and team approach to job execution.
- Ongoing communication with supervisor and coworkers resulting in a positive team atmosphere.

COMMITTEE LIAISON RESPONSIBILITIES

- (1) Affiliate Committee / (2) Community Outreach Committee
(3) Education Advisory Council / (4) Leadership Development Committee**

- Provide comprehensive administrative support and direction to Committee Chair/Members.
- Assist with Committee projects, events and/or activities.
- Prepare meeting agenda and follow up minutes.
- Schedule meetings.
- Execute initiatives in order to achieve stated objectives.