

## HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

<b>Job Title:</b>	Executive Assistant to the President and CEO
<b>Reports to:</b>	President and CEO
<b>General Classification:</b>	Administration <b>Pay Band:</b> Director
<b>Employment Status:</b>	Full-time, Regular
<b>Last Review:</b>	June 2022

### **GENERAL STATEMENT OF RESPONSIBILITIES**

This position serves as the Hampton Roads Workforce Council's (HRWC) Executive Assistant to the President and CEO and is responsible for performing high-level administrative responsibilities in support of the President and CEO, senior management team, Board of Directors, and the programs it administers, as authorized under the Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014 and other grant funded initiatives. The Executive Assistant reports directly to the President and CEO will provide executive support in a one-on-one working relationship; managing the President and CEO's calendar; serves as liaison to the senior management team; organizes and coordinates executive outreach and external relations efforts and oversees special projects with a high level of professionalism and in a manner that reflects positively on the organization having the ability to exercise good judgment in diverse situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. Also provides occasional executive level support to entire HRWC leadership team.

### **ESSENTIAL JOB FUNCTIONS**

- Plans, coordinates and ensures the President and CEO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CEO's time and office.
- Provides sophisticated calendar management for President and CEO prioritizing inquiries and requests while troubleshooting conflicts; makes judgments and recommendations to ensure smooth day-to-day engagements.
- Works closely and effectively with the President and CEO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately.
- Provides a bridge for smooth communication between the President's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior leadership staff.
- Research, compile, and prepare briefings and materials for meetings and presentations; planning, and preparation meetings with others as necessary.
- Spearheads special projects and events as assigned by the CEO.
- Excellent communication and time management skills; proven ability to meet deadlines. Manage sensitive matters with a high level of confidentiality and discretion especially decisions directly impacting the operations of the organization.
- Conserve the Executive's time by reading, researching, collecting and analyzing information as needed, in advance.
- Acts as the public face for the President and CEO responding to internal and external contacts of the organization with professionalism and integrity.

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- Assists with the development of agency protocols (Field Guidance Memorandums, Field Guidance Bulletins, Standard Operating processes and procedures) for operational activities and processes. Assists with the preparation of MOUs.
- Responsible for purchasing of materials, supplies, equipment, goods, and services for the administrative office; placing requisitions for purchase orders for products and services from established vendors and providers; contacts vendors to determine product availability, costs and quality.
- Prepare Word, Excel, PowerPoint presentations, agendas, reports, special projects and other documents in support of objectives for the organization.
- Sit in on meetings to take notes and summarize follow up needed and to-dos from those meetings.
- Anticipate and prepare materials and technology resources as needed for meetings.
- Assist with ad hoc projects as needed.
- Arrange travel and accommodations for all senior staff.
- Is responsible for establishing and coordinating filing ensures all records are filed, stored, and disposed in accordance with agency policies.
- Help organize in-office events and meetings, including management of conference rooms, food orders, and greeting guests.
- Ability to function well in a high-paced environment; performs additional duties as assigned by CEO.
- Screen incoming telephone calls; take and deliver accurate messages; respond to requests by gathering and providing information and referring non-routine calls to the appropriate staff.
- Provide hospitality to all guests and help create a welcoming environment.
- Supports other administrative and operational initiatives as necessary and assigned.

### **SUPERVISORY RESPONSIBILITIES**

Supervises Office Manager, Staff Assistant and Clerk to the HRWC Board of Directors.

### **PERFORMANCE STANDARD**

Strong alignment with the Hampton Roads Workforce Council's Vision, Mission and Approach and our organizational values of respect, equity, empowerment, accountability, and creativity. Senior level employees are also expected to lead by example and demonstrate the highest level of energy, ethics and professional decorum.

### **PREFERRED ATTRIBUTES**

- Business sense - has a strong business sense and can decipher priorities and make sound judgment calls when needed.
- Commitment to excellence - perform duties at the highest level possible on a consistent basis.
- Excellent communicator - able to interact with people of all levels in a confident, professional manner.
- Demonstrate ability and temperament to work with sensitive information.
- Team player - have team-oriented experience and approach.

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### REQUIRED KNOWLEDGE

- **Office Administration** – thorough knowledge of office systems, practices, procedures and administration. Advanced Proficiency in Microsoft Office (Outlook, Word, Excel, and PowerPoint), Microsoft Teams, Zoom and Adobe Acrobat.
- **Technology** – Knowledge of computer systems and business applications to include personal computer network, cabling systems, and operating systems. Knowledge of general office equipment and personal computers to include word processing, spreadsheet and related software.
- **Communications and Media** – Knowledge of media production, communication, and dissemination techniques and methods.
- **Customer Service** – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.
- **Supervision** – Thorough knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, evaluate the work of assigned staff.

### REQUIRED SKILLS

- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet, presentation and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Interpersonal Relationships/Customer Service** – Develops and maintains cooperative, courteous and professional relationships with employees and all levels of management to include vendors, representatives from other organizations and the general public. Able to effectively handle routine inquiries and complaints from or disputes with customers.
- **Time Management** – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet deadlines.
- **Critical Thinking** – Strong analytical skills to include using logic and reasoning to understand, analyze, and evaluate routine situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to situation.

### REQUIRED ABILITIES

- **Communication** – Ability to listen and understand directions, information and ideas presented through spoken word or in writing. Ability to communicate ideas effectively. Ability to handle a variety of customer service issues with tact, and diplomacy and in a confidential manner.
- **Judgment/Decision Making** – Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions. Ability to work independently.
- **Mathematics** – Ability to perform basic arithmetic, and statistical applications.
- **Technical** – Ability to install, troubleshoot and repair software/hardware issues related to operating systems and applications.

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### **EDUCATION AND EXPERIENCE**

Requires a bachelor's degree in business administration with strong work tenure: five to 10 years of experience supporting high-level executives, including 2 years of supervisory experience.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and a valid driver's license. Because this position will support regional infrastructure, travel using dependable personal transportation and current auto insurance coverage will be expected. Mileage will be compensated by a monthly travel allowance per agency policy.

### **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those generally experienced in an office and customer service operating environment. Considerable skill and adeptness required in the use of the fingers, hands or limbs in tasks. Reasonable accommodations will be made to assist individuals with disabilities to better perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to fingers, handle, or feel objects, office tools or controls; reach with hands and arms; climb stairs; balance; stoop; lifting light weight (5-10 pounds); kneel; crouch or crawl; talk and hear; operate a personal vehicle.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.