



Job Description

Job Title: Senior Executive Administrative Assistant

Supervisor: President & CEO

Department: Administration

Status: Exempt

FTE: 1.00

Salary Range: 29

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential.

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary: Reporting directly to the President & CEO, the Executive Assistant provides high-level administrative support in a one-on-one working relationship to the President & CEO. Directly supports one or more executive officers including the CEO. Serves as the primary point of contact for internal and external constituencies on all matters pertaining to the President & CEO, as well as a liaison to the Board of Directors, Senior Leadership Team, and outside partners and government entities. Organizes and coordinates executive outreach and external relations efforts. Oversees a variety of administrative communication and special projects. Administers policies that affect the strategic goals and direction of the agency, including access to confidential information and working within those parameters on a daily basis. Coordinates logistics for projects, including scheduling meetings, outreach events, note-taking and providing general office support. The Executive Assistant works independently and is self-managing, solves problems under pressure and handles a variety of activities and confidential matters with discretion.

Essential Responsibilities, Duties & Tasks:

75% **Executive Support:** Complete a broad variety of administrative and project management tasks for the President & CEO including: manage extremely active calendar of appointments; complete expense reports; compose and prepare correspondence that is sometimes confidential; arrange complex detailed travel plans, itineraries, and agendas; and compile documents for meetings with the President & CEO and Senior Leadership Team. Plan and ensure the CEO's schedule is followed and respected. Provide professional administrative support to assist with various aspects of directing, coordinating and facilitating agency projects, strategic plans, programs and policies, including access to confidential information, issues and situations. Support the President and leadership team to translate strategy into priorities and initiatives, create a high-performance organization, and manage cross-organization operations. Assist the President and leadership team to manage the organizational brand, build future leaders and the board of directors, and make decisions in alignment with organizational goals and values.

Organize and coordinate office functions, activities and communications and assure efficient workflow of office operations. Recommend and develop improved administrative processes and procedures. Schedule and attend meetings and outreach events; track administrative data quality. Compose and edit reports, correspondence, memos, and other documents on behalf of President & CEO. Prepare billings, reimbursements and invoicing. Act as point of contact for program participant and resident grievances. Handle grievances in a respectful and confidential manner and be responsible for communicating and implementing the grievance process. Provide backup administrative support for Office Support, Resource Development and Human Resources teams.

15% **Communication:** Directly, and on behalf of the President and CEO, with Board members, donors, internal and external Solid Ground partners on matters related to CEO and Solid Ground initiatives. Research, priorities and follow up on incoming issues and concerns addressed to the President, including those of a sensitive or confidential nature. Determine appropriate course of action, referral or response. Provide a bridge for smooth communication between the President's office and internal departments; demonstrate leadership to maintain credibility, trust and support with senior management staff. Work closely and effectively with the President/CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Provide leadership to build relationships crucial to the success of the organization and manage a variety of special projects for the President, many of which may have organizational impact. Successfully complete critical aspects of deliverables with a hands-on approach, including drafting acknowledgment letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the Agency. Prioritize conflicting needs; handle matters expeditiously and proactively; follow-through on projects to successful completion, often with deadline pressures.

Ensure the President's bio is kept updated and respond to requests for materials regarding the President and the organization in general. Edit and complete first drafts for written communications to external stakeholders.

Senior Management Liaison: Participate as a member of the Strategic leadership Team including assisting in scheduling and coordination of meetings, Co-leads agency-wide events and meetings, such as all staff meetings, all staff annual picnic, annual holiday and employee awards recognition celebration, and other events. Responsible for the scheduling of onboarding of all new directors.

10% **Strategic Initiatives and Committee Engagement:** Participate in program, department, agency-wide, and community meetings as required, including but not limited to Administration staff meetings and the agency's Anti-Racism Initiative (ARI). Coordinate and participate in the Communication Functional Leadership Team, Training and Development Functional Leadership Team, ARI Functional Leadership Team, and other cross-functional teams key to strategic priorities.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience

Requires one of the following:

- a) Six years' experience in an executive administrative office support position with a social service agency, community services, or advocacy group for low-income people or other related setting.
- b) Bachelor's Degree in a related field and four years of administrative work experience with a social service agency, community services, or advocacy group for low-income people or related setting.
- c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

Minimum Qualifications

- Excellent communication skills, both oral and written;
- Ability to maintain confidentiality;
- Proven ability to work in a nonprofit or administrative setting, accurately maintain notes and records; high level of follow through skills
- Demonstrated ability to work with staff, community and board members
- Experience coordinating work within community-based collaborations or networks or any similar type of administrative leadership experience
- Ability to work individually in a self-directed manner and as a supportive, cooperative member of the administrative team

- Previous high-level Executive Assistant experience including development and dissemination of publications and print materials
- Ability to take general direction and apply it to specific circumstances as the situation requires
- Detail-oriented, with strong organizational skills
- Self-motivated with an ability to prioritize and problem-solve
- Ability to handle multiple tasks under stressful situations
- Basic recordkeeping skills; ability to maintain accurate files
- Experience working successfully with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages
- Valid driver's license and willingness to drive as needed throughout King County
- Strong knowledge of computer software (Microsoft Office Suite, Adobe, Publisher or InDesign)

Physical Demands/Working Conditions: This position works in an office setting performing general office duties. Employees spend 80% of this time on the computer or in group meetings, 10% of the time answering the phone (90% in the office) and 10% of their time in the field. Work outside the office is 20% meetings/training. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs not required.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.