



## EXECUTIVE ASSISTANT TO THE PRESIDENT/CEO

*Full Time non-exempt hourly position*

### **Basic Purpose and Responsibility:**

Under the supervision of the President/CEO, the Executive Assistant is responsible for providing executive support and assisting in the day-to-day operations of the President's Office.

### **Summary:**

Reporting directly to the President/CEO, the Executive Assistant provides executive support in a one-on-one working relationship. The Executive Assistant serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the President/CEO. The Executive Assistant also serves as a liaison to the board of directors and senior management team; organizes and coordinates executive outreach and external relations efforts; and oversees special projects. The Executive Assistant must be creative and enjoy working within a small, entrepreneurial environment that is mission driven, results driven and community oriented. The ideal individual will have the ability to exercise good judgement in a variety of situations, with strong written and verbal communication, administrative and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Executive Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

### **Essential Functions**

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Completes a broad variety of administrative tasks for the President/CEO including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries and agendas; and compiling documents for meetings and reports.
- Plans, coordinates and ensures the President/CEO's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the President/CEO's time and office.
- Communicates directly, and on behalf of the President/CEO, with Board members, donors, foundation staff, and others, on matters related to the President/CEO's programmatic initiatives.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the President/CEO, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Provides a bridge for smooth communication between the President's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Works closely and effectively with the President/CEO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer", having a sense for the issues taking place in the environment and keeping the President/CEO updated.

- Answers and routes phone calls, mail and email messages and may handle wide-range information dissemination.
- Orders food and beverage as needed for meetings as assigned.
- Prepares beverages as needed for meetings.
- Greeting visitors and deciding if they should be able to meet with President/CEO.
- Staff liaison to Society's Board of Directors and coordinator of all related meetings; which includes attending meetings, preparing minutes and confidential reports, coordinating meeting logistics, scheduling of meetings, updating board roster, tracking attendance and distributing documentation to the board of directors.
- Arranging meetings for President/CEO, board members and stakeholders as needed. This includes setting agenda, room reservation, coordinating all aspects of meeting setup (AV, seating, food, beverage, etc.) and taking notes.
- Creates and maintains filing system(s).
- Purchases and maintains inventory of supplies for administrative office.
- Orders and maintains inventory of copy/computer paper for Zoo departments, and oversees copier lease agreement.
- Keep safety manuals and other policies/procedures updated with the most current Zoo policies.
- Assists human relations director with confidential administrative tasks such as processing seasonal hiring and termination paperwork; personnel records filing; taking minutes of all employee meetings; and other duties as assigned.
- Researching and collecting data, preparing documents for review and presentation by Zoo executive team and others as directed.
- Accurately recording minutes from meetings and distributing.
- Provides leadership to build relationships crucial to the success of the organization, and manages a variety of special projects for the President/CEO, some of which may have organizational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgment letters, personal correspondence, and other tasks that facilitate the President/CEO's ability to effectively lead the organization.
- Prioritizes conflict needs; handles matters expeditiously, proactively, and follows through on projects to successful completion, often with deadline pressures.
- Maintains discretion and confidentiality in relationships.
- Participates as an adjunct member of the Senior Staff team including assisting in scheduling meetings, attending meetings, taking and distributing meeting minutes.
- Compiles and distributes the agenda of senior management team meetings, all staff meetings, and any ongoing or special project meetings as assigned.
- Responds to requests for materials regarding the President/CEO and the organization in general.
- Follows up on contacts made by the President/CEO and supports the cultivation of ongoing relationships.
- Other duties as assigned.

### **Education/Experience**

- Associates degree or bachelor's degree, or equivalent combination of education and five years' work experience in an office environment.

## **Knowledge/Skills**

- Expert proficiency in Google applications, Microsoft Office (Outlook, Word, Excel, and PowerPoint) and Adobe Acrobat.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment.
- Forward looking thinker, who actively seeks opportunities and proposes solutions.
- Be extremely fast at solving problems; multi-tasker with excellent communication skills, keen attention to detail, and an upbeat attitude.
- Professional, polite and attentive while also being accurate.
- Must be flexible and able to handle multiple tasks using sound judgement to prioritize and assure completion.
- May be required to work evenings or weekends on an as-needed basis.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. Use computer hardware and software for extended periods of time (repetitive motion). Sitting for long periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

## **Benefits / How to Apply**

This is a full-time, non-exempt hourly position. Salary is \$19.00 per hour. Benefits available include health plan, life insurance, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time benefits. Benefits are available after the successful completion of an introductory probation period of 60 days of work.

The Buffalo Zoo is an At Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.

Please submit resume and cover letter (no phone calls please) by January 3, 2020 to:

[buffalozoojobs@buffalozoo.org](mailto:buffalozoojobs@buffalozoo.org)

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