**Job Title:** Senior Executive Assistant

**Division:** Internal Operations

**Reports to:** President & CEO

**Supervises:** N/A

**Category:** Full-time, Non-exempt

**Purpose of Position:** The Senior Executive Assistant is responsible for providing direct support to the [CHC] Leadership Team and President & CEO, Board of Directors, and organizing [CHC]’s Triannual member and other meetings.

**Knowledge, Skill, and Ability:** The person who will fill this position will:

1. Help the President and CEO make [CHC] the best CHC in the nation!
2. Be highly organized and disciplined, knowing the status of the projects the CEO is working on and making certain all deliverables from other employees are received on time.
3. Ensure the CEO’s calendar is up to date, ensure that the CEO has what is needed to complete the myriad of projects she’s working on and/or the meetings she is attending.
4. Demonstrate a commitment to sharing [CHC]’s values of quality, innovation, abundance, respect, collaboration, and commitment.
5. Demonstrate excellent social skills, operate with diplomacy, tact, empathy, respect, genuineness, and specificity.
6. Demonstrate excellent written and verbal communication skills, including ability to communicate clearly, concisely and persuasively face-to-face, as well as in reports, memos, member communications, and emails.
7. Anticipate what can go wrong and work to make sure it doesn’t!
8. Develop and maintain strong relationships with the [CHC] Board members, their assistants, external partners and their assistants, internal staff, etc., all of whom are critical to [CHC]’s success.
9. Have the ability to manage multiple tasks and projects and flexibility in shifting between them and prioritizing and handling new ones as they arise.
10. Be comfortable when working on tight deadlines, and able to turn work around within a short time span where demands may change at short notice.
11. Manage complex and highly confidential information.
12. Invent and develop the best administrative support systems the CEO has ever seen.
13. Be an advanced user of Microsoft Office (Word, Excel, Power Point) and Microsoft Outlook (calendar, contacts, email, etc.).

# Essential Duties/Responsibilities:

*Administrative Support to [CHC]’s President & CEO*

1. Serve as gatekeeper to all those who request time of the CEO because there will be far more requests than the calendar will hold.
2. Manage the CEO’s calendar and scheduling, ensuring she’s prepared with the right documents and information, etc.
3. Manage all phone calls and voice mails for the CEO.
4. Maintain up-to-date and accurate personal and group Outlook contacts.
5. Arrange meetings for the Board of Directors, and with partners, legislators, etc., including securing space and food, setting up audiovisual equipment.
6. Provide support to the Board of Directors and related committees including preparing meeting documents, managing the Board Binder of policies, overseeing the organization of the Board Management Software and/or documents on the server, and other tasks as needed.
7. Help ensure corporate compliance through board trainings and maintaining paperwork signed annually by Board members.
8. Develop and maintain strong relationships with a myriad of external partners, Board members, internal employees, vendors, etc.
9. Support the CEO in preparing information for presentations, interviews, Board meetings, conferences, etc.
10. Update the CEO on key issues that arise when the CEO is out of the office.
11. Make travel arrangements for the CEO and prepare monthly expense reports.
12. Serve as team lead for internal employee anniversary planning teams, and lead planning for CHC anniversaries and events, relaying information to the CEO as necessary.
13. Other duties as assigned by the President and CEO.

*Meeting Planning and Other Projects*

1. Serve as the lead for planning [CHC]’s Triannual member meetings (150+ attendees) around [State], including acquiring conference venue and hotel – working in conjunction with [CHC]’s contracted event planner to secure contracts, ensuring involved employees follow necessary planning timelines, arranging food and banquet orders, overseeing registration, serving as onsite liaison, budgeting and attendance reconciliation, and trouble shooting.
2. Serve as the lead for organizing [CHC] employee travel and participation in large state and national meetings and conferences.
3. Develop and implement timelines and budgets for projects.
4. Oversee the system to ensure internal and Board-approved policies and procedures are reviewed and updated on time.
5. Work with the VP of Strategy and Financing to assist with Board committees and complete special projects.
6. Evaluate administrative assistant processes and implement changes to improve effectiveness and meet high standards.
7. Serve as a member of the [CHC] Website Team and make updates and edits to [CHC]’s WordPress- based website as assigned.
8. Function as a member of the internal operations team, coordinating with other VP of Quality and Operations, and internal operations employees on projects, phone coverage, vacation coverage and assigned projects.
9. Report corporate compliance concerns to [CHC]’s Corporate Compliance Officer (note: any [CHC] employee who reports a compliance concern in good faith is protected by law from retaliation).

*Administrative Support to [CHC]’s Leadership Team*

1. Support [CHC]’s two Vice Presidents and other members of the [CHC] leadership team as assigned in:
   1. Answering phones and handling voicemails
   2. Scheduling meetings
   3. Managing calendars
   4. Making travel arrangements
   5. Completing expense reports
   6. Drafting correspondence to internal and external partners
2. Deliver administrative support to internal committees as assigned.
3. Provide excellent customer service with a high level of professionalism, to [CHC] employee, members, and external constituents as directed.
4. Other duties as assigned by [CHC]’s VP of Strategy and Financing and VP of Quality and Operations.
5. Note: Employees are held accountable for all duties of this job.

**Training/Education:** Associates degree or equivalent. Or at least five-years’ experience supporting Executives.

# Experience:

1. Five or more years providing support for Executives.
2. Non-profit experience preferred.
3. Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
4. Excellent customer service skills.
5. Ability to work with minimal supervision and maximum accountability.
6. Proficiency with Outlook, Word, PowerPoint and Excel and experience with online research and inquiries.
7. Must have reliable transportation to run errands, a valid driver’s license and current insurance.
8. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
9. Ability to work as a team member and work effectively with diverse people.
10. Demonstrated awareness of, and value for, cultural competence.
11. Fluency in written and spoken English.
12. Proficiency in online platforms such as ZOOM, Google, and TEAMS

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

# Working Environment and Physical Activities:

1. Hybrid work environment. Ability to travel. This position historically requires several hours of travel to meetings in the Denver metro area monthly and this is expected to resume in the future at a similar or reduce rate. Additional travel is also required, including three in-state overnight trips per year and possibly one out-of-state overnight trip per year.
2. Proof of being fully vaccinated for COVID-19 or have a qualified exemption is required.