



# Infant Crisis Services

*No baby should go hungry*

## Job Description

**Job Title:** Executive Assistant

**FLSA Status:** Non-Exempt

**Reports to:** Executive Director

**Work Schedule:** M-F, Full-time

**Approved by:** Miki Farris, Executive Director

**Date Approved:** 3/31/2023

**Reviewed by:** Jennifer Boren, Operations and Finance

**Date Reviewed:** 3/31/2023

**JOB PURPOSE:** To provide administrative support to the Executive Director and to support the overall efficiency of day-to-day operations of the organization while always adhering to Infant Crisis Services' four core values (respect, compassion, kindness, and love).

### SUMMARY

The Executive Assistant, working under the general direction of the Executive Director, is responsible for providing professional administrative support to ensure Infant Crisis Services' office operates in an organized, efficient, and professional manner. The Executive Assistant provides the necessary leadership skills to work effectively with board committee members, vendors, management, staff, donors, volunteers, and board of directors to accomplish the strategic goals of the agency.

The Executive Assistant is expected to serve as ambassador at large for Infant Crisis Services and must demonstrate professional excellence and perform to Infant Crisis Services' standards of quality at all times.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages and coordinates the preparation of board of director's meetings including notifications, agendas, and other supporting materials. Ensures monthly board packets are prepared and distributed in advance of each meeting.
- Coordinates all board meetings: order and retrieval of catering, attendee management, materials preparation, room set-up, and technology set-up.
- Attends boards meetings and drafts minutes to be reviewed by the Board Secretary, makes any updates to minutes and saves final draft for approval. Follows up with board members, management and staff on any action items identified in board meeting.
- Ensures the timely distribution of board reports and other supporting material to the Board such as forms and surveys, including annual board assessment, annual profile survey, exit surveys, etc.

- Updates and maintains board records and documentation such as (but not limited to) board minutes, motions log, forms, by-laws, financial operations manual, directory, and roster.
- Organizes and coordinates annual board retreat and annual board notebooks.
- Schedules and coordinates board orientation for new board members and updates orientation documentation as needed.
- Coordinates Governance, Resource Development, Audit, Finance, and Human Resources board committee meetings including ordering and retrieval of catering, taking of meeting minutes, attendee management, materials preparation, room set-up and issue resolution.
- Orders and retrieves catering for various lunch meetings as requested.
- Provides support by intuitively and proactively anticipating the needs of the Executive Director, including but not limited to calendar management, invitation coordination, email management, and other filing as needed.
- Provides support for the Development and Communications department including fundraising events in-kind data entry; letters and correspondence to donors (folding, stuffing, stamping and mailing); and entering donor notes in donor database.
- Oversees and maintains boardroom calendar and policy, ensuring outside groups understand agency expectations of utilizing the boardroom. Serves as the main point of contact for groups and assists with questions or issues that arise while the group is utilizing the boardroom, including room setup and issue resolution such as technology (computers, projectors, conference phone, etc.). Ensures boardroom remains straight, clean and stocked.
- Coordinates with other departments to gather relevant information and utilizes available technology to keep staff informed of daily activities in the building (tours, meetings, etc.)
- Purchases, receives, and stores office supplies ensuring that basic supplies are always available and ensures workroom is straight, clean, and stocked.
- Coordinates and assists the Director of Operations and Finance with the maintenance of office equipment and other IT issues.
- Participates and helps coordinate activities and events for employee appreciation committee.
- Coordinates staff work anniversary and birthday monthly celebrations.
- Orders business cards and name badges.
- Updates and maintains kitchen duty schedules and responsibilities.
- Prepares various reports, memos, and documents as needed.
- Maintains accurate, up-to-date and thorough documents on the agency's shared "Board" drive.
- Provides support for agency Directors as needed.
- Maintains confidentiality with all Infant Crisis Services records and information.
- Assists with special projects such as outcomes measurement and other general office tasks as needed or assigned.
- Assists with Infant Crisis Services clients on an as-needed basis.
- Serves as a back-up for volunteer entrance as needed.
- Other related duties may be directed by the Executive Director or designee.

**SUPERVISORY RESPONSIBILITIES**

None

**EDUCATION AND/OR EXPERIENCE**

- High School Diploma or GED
- At least 3 – 5 years' administrative experience.
- Non-profit or customer-oriented background preferred.

### **SKILLS AND ABILITIES REQUIRED**

- Ability to self-start, work independently and achieve high standards to meet multiple deadlines.
- Excellent communicator, including writing, speaking, editing, proofreading and computer skills, with great attention to detail.
- Strong calendaring, organizational and document management skills.
- Ability to set priorities, develop a work schedule, monitor progress towards goals, and track details.
- Exhibits a high degree of professionalism, business judgment, tact, and diplomacy.
- Ability to establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- Must have the ability to excel in a diverse, collaborative team environment.
- Knowledge of telephone and business machine operations; skilled in the use of personal computers and related software.
- Must have a high level of interpersonal skills to handle sensitive and confidential Infant Crisis Services, client, donor, and employee information and situations.
- Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and align with the values of Infant Crisis Services.
- Must possess the ability to understand various Infant Crisis Services operations and procedures.
- Must be able to work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Must display a high level of initiative, effort, and commitment towards completing assignments efficiently.
- Ability to anticipate, understand, and respond to the needs of internal and external customers to meet or exceed their expectations within the organizational parameters.
- Ability to assess problematic situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations to resolve the problem.

### **COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS**

- Proficiency in use of computer programs for: Microsoft Office Suite (Excel, Outlook, Word, PowerPoint and Publisher), email and internet.
- Proficiency in the use of office equipment: Computer, voice messaging systems, copier.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Oklahoma Driver's License
- Proof of auto insurance
- CPR (can be obtained through Infant Crisis Services-sponsored training)

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel, such as keyboarding and writing. The employee frequently is required to reach with hands and arms and talk and hear. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision enabling the incumbent to perform the responsibilities and functions of the job efficiently. Must be able to speak and communicate clearly, such as in public speaking engagements.

### **WORK ENVIRONMENT**

The employee will work in an office environment and in close quarters with other staff and clients. The noise level in the work environment varies from moderate to loud; hectic situations can occur characteristic to working with infants, toddlers, and mothers in need. Exposure to strong odors such as soiled diapers and clothes, poor hygiene, are common.

**The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

***Mission Statement:***

*Infant Crisis Services provides life sustaining formula, food and diapers to babies and toddlers in time of crisis . . .  
Because no baby should go hungry.*