



JOB TITLE: Executive Assistant

DEPARTMENT: Administration

REPORTS TO: Chief Executive Officer

EFFECTIVE DATE: 7/1/2019

SUMMARY: Provides administrative support to the Chief Executive Officer and other members of the TWR Team.

DUTIES AND RESPONSIBILITIES:

- Answers and screens telephone calls in a professional and timely manner; takes accurate messages with a high degree of professionalism and courtesy; arranges conference calls.
- Exercises considerable judgement and discretion in handling requests for appointments and telephone calls.
- Reviews and responds to daily internal/external mail.
- Composes, types, and distributes professional correspondence and memoranda, E-mails and faxes, using individual initiative and as assigned.
- Proactively establishes, and maintains highly organized filing system; files correspondence and other records.
- Coordinates CEO's calendar and schedules appointments, ensuring all parties are informed of and kept abreast of schedule awareness.
- Maintains TWR Program Calendar ensuring all. Information is accurate and up to date.
- Makes copies of program materials, as needed.
- Meets and greets visitors in a courteous and professional manner.
- Coordinates travel arrangements; completes expense reports and processes invoices; ensures that correct account codes are used and required signatures obtained.
- Coordinates meetings including but not limited to preparing and distributing agendas and other meeting materials, reserving and preparing facilities, ordering catering as necessary, and recording and transcribing meeting minutes.
- Attends meetings and other functions as needed.
- Assists with special projects as assigned.
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job currently has no supervisory responsibilities.

QUALIFICATIONS:

- Associate's degree (A.A.) or equivalent, three to five years related experience, or equivalent combination of education and experience
- Excellent verbal and written communication skills
- Proficient in Microsoft Office applications
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Acute attention to detail
- Good judgement with the ability to make timely and sound decisions
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow
- Ability to work independently and with other members of the organization

COMPETENCIES:

- **Written Communication**--Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs.
- **Organizational Support**--Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism**--Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Attendance/Punctuality**--Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Initiative**--Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.