



EXECUTIVE ASSISTANT TO THE CEO

January 11, 2021

Since its founding in 1972, Interfaith Works (IW) has provided extensive wraparound services to the most vulnerable residents of Montgomery County, Maryland. Our 17 interrelated and co-located programs prevent individuals from falling through the safety net, stabilize housing and financial circumstances, and empower individuals and families to lift themselves out of poverty and homelessness. Our team of 130 professionals administer programs that include emergency financial assistance, distribution of free food and clothing, vocational services, and a complete continuum of housing. Using our Lift Strategy: Prevent, Stabilize, and Empower, we support 17,000 individuals annually.

Position Description

Reporting directly to the CEO, the Executive Assistant provides executive support in a manner that facilitates the CEO's ability to effectively lead IW. The Executive Assistant serves as a point of contact for internal and external constituencies on matters pertaining to the CEO and the organization. The Executive Assistant oversees special projects. The Executive Assistant must be creative and enjoy working within a stable, but innovative environment that is mission-driven, results-driven and community oriented. The ideal individual will have the ability to exercise good judgment 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.

Roles and Responsibilities (General)

- Completes a broad variety of administrative tasks for the CEO.
- Composes and prepares correspondence that is sometimes confidential.
- Provides sophisticated calendar management for the CEO. Prioritizes inquiries and requests while troubleshooting conflicts; makes judgements and recommendations to ensure smooth day-to-day engagements.
- Provides a bridge for smooth communication between the CEO and other parties.
- Provides strategic counsel on major IW decisions.
- Works closely and effectively with the CEO to keep him well informed of upcoming commitments and responsibilities, following up appropriately.
- Successfully completes critical aspects of deliverables with a hands-on approach including tasks that facilitate the CEO's ability to effectively lead IW.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Acts as a liaison and provides support to the Board of Directors. Arranges and handles all logistics for Board meetings and events: schedules meetings; drafts agendas; develops, compiles, and distributes presentation materials; and records meeting minutes on behalf of the Board Secretary. Adheres to compliance with applicable rules and regulations set in bylaws regarding Board matters. Manages the Board portal (BoardSpot).
- Schedules leadership team meetings; coordinates and sends agendas and materials, and records/distributes meeting minutes.

- Works collaboratively with IW staff, to perform additional duties as needed to provide positive customer service and to support IW objectives.
- Assists the CEO with special projects; designs and produces complex documents, reports, and presentations; and composes and prepares correspondence.
- Serves as a point of contact for internal and external constituencies on matters pertaining to the CEO, including those of a highly confidential or critical nature. Prioritizes and determines the appropriate course of action, referral, or response, while exercising judgement to reflect the CEO's style and organization policy
- Works closely with the CEO to keep him 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 CEO updated. Anticipates the CEO's needs in advance of meetings, conferences, etc.
- Provides a bridge for smooth communication between the CEO and staff, demonstrating leadership to maintain credibility, trust, and support. Completes projects by assigning work to appropriate staff, including the Senior Leadership Team, on behalf of the CEO.
- Assists in the planning and execution of officewide events such as holiday gatherings, team-building initiatives, and employee appreciation initiatives.
- Manages all aspects of IW's Administrative Offices. Evaluates and assists in developing office policies and procedures for improved workflow and anticipates future needs as IW grows. Assists in the selection of vendors and purchases equipment, services, and supplies necessary for operation of the organization.
- Reviews and recommends changes to IW policies.
- Replenishes office materials such as printer supplies, paper, office supplies, etc.
- Provides hospitality to all guests and helps to create a welcoming environment.
- Answers Administrative Office phone line and responds to inquiries.
- Processes and distributes Administrative Office mail daily.
- Other projects/duties as assigned for the overall benefit of the organization.

Roles and Responsibilities (Finance Department)

- Logs incoming checks and donations and the daily log sheet and reports the same to the Directors of Finance and Development.
- Makes daily deposits to banks for Interfaith Works and Interfaith Housing Coalition.

Applicable Knowledge and Skills

- Strong organizational skills that reflect an ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners, and donors.
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Expert level written and verbal communication skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Emotional maturity.

This position description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. The actual responsibilities, tasks and duties may be different from those outlined above and other duties, as assigned, may be part of the job.

- Highly resourceful team-player, with the ability to also be extremely effective independently.
- 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.
- Forward looking thinker, who actively seeks opportunities and proposes solutions.
- Must be available for occasional after-hours support.

Education and Experience Requirements

- HS Diploma (Bachelor's degree preferred).
- Significant, demonstrable experience supporting organizational leadership. Nonprofit board experience is highly preferred.
- Proficient with Microsoft Office (Outlook, Word, Excel, and Power Point) and an ability to design and edit graphic presentations and materials using cloud-based publishing software (i.e. Canva).

Salary and Benefits

- Salary is commensurate with work experience and education.
- Interfaith Works offers a competitive benefits package including health insurance, a retirement plan, and paid vacation and sick leave.

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