



## 211 LA COUNTY

INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY  
*Serving Los Angeles County since 1981*

Make a Difference in Your Community! Since 1981, 211 LA has been a leader in the Information and Referral industry by providing access to comprehensive social services and disaster support for Los Angeles County residents, 24 hours a day, 7 days per week to over 50,000 health and human services and programs.

211 LA seeks a Senior Executive Assistant that is motivated and enthusiastic about 211 LA's non-profit driven mission and passionate about helping to create systems and processes aimed at improving the lives of the most disadvantaged and neediest families and individuals. The ideal candidate is a team player that is well organized, has strong communication skills, and a strong ability work collaboratively and harmoniously with other highly skilled professionals. Particularly interested in individuals that are able to serve in a supportive capacity but also able to provide team leadership as necessary.

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<b>POSITION:</b> SENIOR EXECUTIVE ASSISTANT	<b>REPORTS TO:</b>	<b>EXECUTIVE DIRECTOR</b>
<b>STATUS:</b> NON-EXEMPT	<b>DEPARTMENT:</b>	<b>ADMINISTRATION</b>
<b>TO APPLY:</b> VISIT LINK TO APPLY: <a href="https://211la.bamboohr.com/jobs/view.php?id=33">https://211la.bamboohr.com/jobs/view.php?id=33</a>	<b>DATE:</b>	<b>UNTIL FILLED</b>
	<b>DEADLINE:</b>	

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### POSITION SUMMARY

The Senior Executive Assistant primarily supports the Executive Director by providing administrative/clerical support, project development and project coordination support but may additionally provide support to other executive and/or senior staff as needed. 211 LA has a fast paced work environment necessary to support a performance driven, 24/7 social service operation. The Executive Director regularly interacts with board of directors; government officials and their staff; nonprofit and private sector executives; and funders from various institutions. This requires heavy meeting management support from the Senior Executive Assistant. A professional and courteous demeanor is expected when representing the Executive Director to her business associates. The Senior Executive Assistant's responsibilities include serving as a liaison to the Board of Directors, preparing precisely detailed calendar appointments, conducting consistent follow-up such as sending meeting reminders and obtaining confirmation for key appointments, and providing meeting administration support such as preparing agendas, meeting materials, and taking meeting minutes.

The Executive Director is regularly engaged with internal interdepartmental teams and with external cross-sector teams in developing new program concepts, budgets, and implementation plans. The Senior Executive Assistant will have many opportunities to support and participate in this program development, including attending off-site meetings and facilitating on-site meetings as needed.

### POSITION ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Serve as the central point of contact for the coordination and management of the Executive Director's activities; additionally will ensure preparation of relevant documents and the briefing of the Executive Director about meetings and activities.

- Arrange and coordinate all meetings and teleconferences; plan travel itineraries, and make reservations; regularly and accurately maintain calendar schedule for the Executive Director and others--keeping all information complete, current and accurate. Evaluate and prioritize events requiring Executive Director's attendance and participation.
- Maintain consistent, seamless communication between the Executive Director and external parties ensuring complete and accurate details are maintained on calendar and contact information is up to date.
- Prepare and provide all necessary materials for calls, meetings, conferences, events and trips; maintain contact with others involved to ensure all follow up items are prepared in a timely fashion; keep other staff posted as necessary.
- Prepare for and participate in meetings where participation is requested or assigned; prepare agendas in advance, arrange meeting facilities, act as the recording secretary preparing action minutes if applicable, provide back-up data prior to meetings or calls.
- Receive, screen, and route mail, email, telephone calls and publications for the Executive Director; prioritize or respond to requests/information as necessary in a prompt, courteous and confidential manner; arrange call schedule to efficiently manage Executive Director's time, calendar, and schedule.
- Manage timelines for and assist in the preparation and filing of Requests for Proposals and contracts with the City, County and other government agencies.
- Under guidance from the Executive Director, prepare all required information for Board of Directors and Committee meetings by preparing agenda, notices, minutes, reports, communication packets, presentations and any other documentation.
- Check deadlines on incoming requests and proactively take action as needed.
- Compose correspondence and responses; create reports, including expense reports, as per Executive Director's directions.
- Proactively process replies from Executive Director's directions or notes or on own initiative.
- Coordinate/manage the delegation of work to administrative staff related to preparation for major event presentations.
- Provide an organized work environment by disseminating, tracking and maintaining information/data and implementing appropriate organizational systems which includes setting up and maintaining various files including all projects and Board and Committee files.
- Perform research, gather data and analyze information as requested; creating drafts, abstract reports and PowerPoint presentations.
- Provide leadership, when requested, for special projects supporting program and operational needs.
- Respond to the requests, requirements and needs of others with a positive service attitude; relates well and shows sensitivity to others by listening effectively to them; builds appropriate, constructive and effective rapport.
- Consistently offer to assist where needed and work collaboratively with peers as a contributor; accept and support change; recognize individual differences when interacting with other team members.
- Initiate ideas and assess risk; follow through on projects; support other staff and help promote and maintain positive morale within the unit.
- Perform other duties and assignments in accordance with established Agency mission and values.

**PHYSICAL DEMANDS:**

As a 211 LA County **Executive Assistant** you will regularly be required to work at a desk, conference table and work at a computer for extended periods of time. You will be frequently required to walk and sit and occasionally required to stand. You will be regularly required to work in an indoor climate controlled environment with moderate noise levels. You will be occasionally required to lift and/or move up to 10 pounds unassisted. You may be occasionally required to drive to locations to attend meetings.

**REQUIRED EDUCATION AND/OR EXPERIENCE:**

- ☐ Bachelor's degree preferred; equivalent experience accepted.
- ☐ A minimum of three years' experience in an administrative role providing support to C-Suite level management and a demonstrated strong clerical/administrative skill set including computer skills (including but not limited to Microsoft Office Suite, Google platforms such as Gmail, Google Calendar and Google Drive, and PowerPoint), and a working knowledge of contemporary general office methods.
- ☐ Must have a strict attention to detail while being able to prioritize issues independently appropriately.
- ☐ Organized, detail oriented and extremely thorough while having the confidence and communication skills to ensure work processes are completed accurately and appropriately.
- ☐ Demonstrated problem solving skills and the ability to identify and resolve problems in a timely manner; gather and analyze information skillfully and maintaining confidentiality.
- ☐ Willingness to perform any and all responsibilities needed to ensure success in this role and success of the Executive Director and inclusively the Agency.
- ☐ Excellent ability to maintain confidentiality, remain open to others' ideas and exhibits willingness to be effective in a fast paced and regularly changing environment.
- ☐ Excellent oral communication skills with the ability to speak clearly and persuasively in positive and/or negative situations along with demonstrated group presentation skills.
- ☐ Excellent written communication skills; ability to read, write, and comprehend in order to effectively edit work by proofing for spelling and grammar; present numerical data effectively.
- ☐ Ability to prioritize and plan work activities; uses time efficiently in a rapidly changing environment.
- ☐ Displays reliability and is committed and consistently at work on time with a positive demeanor, takes and follows instructions effectively, responds to management direction and solicits feedback to improve performance.
- ☐ Ability to work effectively with people of diverse cultures, ages, and economic backgrounds.
- ☐ Current and valid driver's license and proof of insurance if using vehicle on official Agency business.
- ☐ Ability to travel as needed to achieve Agency objectives; may be required to work evenings and weekends.
- ☐ Availability at short notice for undetermined schedule as required to respond to County emergency response in the event of an unforeseen emergency or disaster.

**COMPENSATION RANGE:**

Salary is commensurate with prior experience, education, and abilities.

**EMPLOYEE BENEFITS:**

- ☐ Full Medical, Dental, Vision and Chiropractic/Acupuncture Coverage.
- ☐ 401(k) Plan; with 4% Employer Contribution (After 1 Year of Employment).
- ☐ Employer Sponsored Basic Life Insurance.
- ☐ Voluntary Supplemental Life Insurance and Long Term Disability Insurance.

- Employee Assistance Program (EAP).
- Voluntary Pet Insurance (VPI).
- Voluntary Flexible Spending Account.

#### **Veterans or Former Military Welcomed**

211 LA County is an equal opportunity employer and complies with all applicable federal, state and local employment laws. 211 LA County strictly prohibits and does not tolerate discrimination because of race, color, religion, sex (including pregnancy), national origin, sexual orientation, gender identity or expression, age, disability, military status, or genetic information. This applies to all stages of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits and termination of employment.

211 LA County complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local law. Consistent with those requirements, 211 LA County will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. 211 LA County will also provide reasonable accommodations for an employee's sincerely held religious beliefs or practices, unless doing so will create an undue hardship. 211 LA County prohibits, any form of discipline, reprisal, intimidation or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim or cooperating in related investigations.