

# *Job Description – Executive Assistant/Office Manager*

**Department:** Administration  
**Job Title:** Executive Assistant & Office Manager  
**Reporting to:** Chief Executive Officer  
**FLSA Status:** Exempt  
**Date Prepared:** June 26, 2025



## **Job Summary:**

The Executive Assistant & Office Manager will provide direct administrative support to the CEO and work closely with others as assigned, to ensure the smooth operation of all executive matters and will oversee office operations for a small but driven and dedicated staff.

This position requires an ambitious and self-directed individual who is detail-oriented with a passion about having a profound impact on those served by RMHC.

## **Essential Duties and Responsibilities:**

- Supports the CEO and other staff with appointment setting, calendar management, travel arrangements and correspondence.
- Assists in board relations, including scheduling, document preparation and logistics for board meetings.
- Monitor progress and timelines for strategic projects and follow up with staff to ensure timely deliverables, especially on projects directed by the CEO.
- Maintain strict confidentiality of sensitive organizational and personnel information; ensure secure handling of CEO-related documentation and all communications.
- Serve as liaison with facilities management and service providers to ensure smooth functioning of office infrastructure, including maintenance, repairs and vendor access.
- Maintain and update executive-level files, organizational charts, policies and other administrative systems in collaboration with leadership.
- Screen and prioritize email and communication on behalf of the CEO; draft responses or escalate as needed to ensure timely replies.
- Processes CEO expenses and reimbursement claims.
- Coordinates staff meetings, take and disseminate meeting notes.
- Supports staff with employee recruitment – including the coordination of the entire process, advertising where appropriate, arranging interviews, etc.
- Performs backup receptionist duties: answering the phone, taking messages, filing, mail processing and office cleanliness and presentation.
- Runs errands, manage supplies inventory and maintain all relevant vendor relations.
- Provides backup support data entry in donor management software.
- Problem solves any technical challenges with computer systems, email and networks and expedite IT support as needed.
- Always provides a smiling face and helpful attitude when in contact with house guests.
- Attend all meetings and trainings as required.
- Performs other duties as assigned.

## Job Description – Executive Assistant/Office Manager

### Education and Experience Requirements:

- Bachelor's degree or equivalent combination of education and experience preferred.
- Experience in a nonprofit or healthcare environment is a plus.
- Outstanding oral and written communication skills.
- Excellent MS Office skills.
- Self-directed and motivated to succeed.

### Knowledge/Skills/Abilities:

- Familiarity with nonprofit board structures, bylaws and governance support practices is an asset.
- Ability to handle sensitive situations with empathy, professionalism and discretion.
- Identifies and recommends improvements to office procedures and executive workflow for increased efficiency.
- Able to remain calm and responsive during urgent or crisis situations involving guest families or operations.
- Results-Proven Track Record - Exceeding goals and the ability to consistently make good decisions through data-driven analysis.
- Organization –High level of detail and accountability and ability to work professionally within a team.
- Guest Engagement – fosters a welcoming and inviting environment.
- Team Orientation & Interpersonal – highly motivated, passionate and creative team-player with ability to develop and maintain collaborative relationships with all levels within and external to the organization.
- Service Orientation – interacts with guest families and directly gathers feedback, while addressing concerns when necessary.
- Communication – able to effectively and persuasively express self verbally and in writing, using correct language and grammar in a professional, diplomatic and tactful manner.
- Organization & Time Management – able to work independently with minimal supervision, complete actions within established deadlines and handle multiple priorities with strong attention to detail.
- Flexibility – availability to work evenings and weekends, as well as extended hours in and around the House, as needed.
- Systems & Software – proficient knowledge of Microsoft Office and other systems as assigned.

*The cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.*

Skill Requirements: (X = Required for job)			
X	Typing/computer keyboard	X	Verbal communication
X	Utilize computer software (specified above)	X	Written communication
X	Retrieve and compile information		Public speaking/group presentations
X	Maintain records/logs	X	Research, analyze and interpret information
X	Verify data and information	X	Investigate, evaluate, recommend action
X	Organize and prioritize information/tasks	X	Leadership and supervisory, managing people
X	Operate kitchen and office equipment	X	Basic mathematical concepts (e.g. add, subtract)
	Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)

## *Job Description – Executive Assistant/Office Manager*

Physical Requirements: (X = Required for job)			
X	Sitting for extended periods	X	Lifting/carrying up to 20 pounds various items
X	Standing for extended periods		Lifting/carrying more than 20 pounds various items
X	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping
X	Hearing	X	Writing
	Other (List):		Other (List):
Hazards: (X = Required for job)			
X	Normal office environment	X	Electrical current
X	Toxic or caustic chemicals (cleaning)	X	Housekeeping and/or cleaning agents
X	Flammable, explosive gases	X	Proximity to moving mechanical parts
Employee Acknowledgement:			
I have reviewed and understand the requirements stated in this Job Description.			
Employee's Signature		Date	