



## American International Health Alliance

### JOB DESCRIPTION

#### Executive Assistant/Office Manager

<b>Position Title</b>	Executive Assistant/Office Manager
<b>Department</b>	Executive
<b>Location</b>	Washington, DC
<b>Reports to</b>	President & CEO
<b>FLSA</b>	Exempt

**POSITION SUMMARY:** Reporting directly to the President & CEO, the Executive Assistant/Office Manager devotes approximately 60 percent of his/her time providing executive support in a one-on-one working relationship, including serving as the administrative liaison with AIHA's Board of Directors. Working with the Director of Administration & Operations, s/he also serves as the office manager, devoting approximately 40 percent time to this function. The successful candidate must be highly organized and enjoy working within an environment that is mission-driven, fast-paced, results-oriented, and global in nature. The ideal individual will have the ability to exercise good judgment in a variety of situations, strong written and verbal communication skills, good administrative skills, the ability to be proactive and resourceful, and the ability to maintain a realistic balance among multiple priorities.

#### **ESSENTIAL ROLES AND RESPONSIBILITIES:**

##### **Executive Support**

###### Meetings/Travel:

- Manages an active calendar of appointments for the CEO. Works closely and effectively with the CEO to keep him/her well informed of upcoming commitments and follows up appropriately.
- Schedules, organizes, and coordinates the organization's weekly Senior Management Team, monthly all-staff, and occasional ad-hoc meetings convened by the CEO. This includes the coordination, preparation, and distribution of agendas and materials, as well as taking, finalizing, and distributing meeting minutes.
- Arranges complex and detailed international travel plans, itineraries, and agendas, and compiles documents for related meetings.

#### Coordination:

- Serves as a “gatekeeper” for the CEO, acting as a conduit for smooth communication between the President’s office and internal departments.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows through on projects to successful completion, often with deadline pressures.

#### Research, Correspondence, Communication, and Record Keeping:

- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature; determines appropriate course of action, referral, or response.
- Composes routine and more complex written correspondence, some of which is confidential in nature, along with presentations, newsletter pieces, and reports. Screens incoming correspondence and responds to routine external correspondence, particularly when the CEO is on travel.
- Establishes and maintains corporate and CEO paper and electronic records and files.

#### Finance:

- Prepares expense reports, purchase requisitions, payment requests, and other standard forms and documents. Reconciles credit card purchases, including tracking purchases, reconciling monthly statements, obtaining signatures and receipts, and submitting to Accounting.
- Contributes to the development of the annual executive department budget; assists with expense tracking; approves requests on behalf of, and as authorized by, the CEO.

#### Other:

- Assists the CEO on routine IT related matters, such as working more effectively with Microsoft Office Suite.
- Performs non-routine assignments as needed, such as those involving research, writing, spreadsheets, or travelling outside the office.
- Other duties as assigned.

### **Board of Director (BOD) Administrative Support**

Serves as the administrative liaison between the CEO and BOD, including responding appropriately to all information requests from the BOD and communicating with the BOD on behalf of the CEO as necessary.

- Assists in the planning and coordination of all Board (including Committee) meetings; maintains up-to-date board contact information; prepares meeting agendas and Board resolutions; handles logistics (e.g., call-in information, travel, accommodation, meeting venue, food) for Board members attending Board meetings; prepares and distributes Board books and related materials.
- Creates timeline, to include deadlines, for preparation of meeting materials for each board meeting; communicates with the CEO and works with senior management staff regarding status of timeline and adherence to deadlines.
- Takes minutes during Board meetings; edits and distributes the same for BOD approval.
- Is familiar with all Board and corporate documents, including by-laws, registration, and other legal requirements for a nonprofit to operate; develops and maintains a schedule of required

actions and ensures timely adherence to the same; ensures adherence to and compliance with applicable rules and regulations set in by-laws regarding BOD and Board committee matters.

- Assists with BOD development, including research and recruitment of potential Board members and Board development meetings.
- Maintains discretion and confidentiality in relationships with all BOD members.

#### **Office Management:**

- Manages day-to-day office operations, including administration, kitchen and supply stocking, booking conference rooms, postage/shipping, office inventory, organizing workspaces, and facilities improvements.
- Organizes office workflow by scheduling and coordinating staff, communicating essential information, and organizing/planning meetings and events with internal and external parties.
- Manages company reception to ensure timely and tactful telephone, email, face-to-face, and mail communications with internal and external contacts at all levels.
- Develops, implements, and documents administrative systems to be followed by AIHA staff.
- Maintains an updated contact list of office vendors and tracks service requests and purchase requests to ensure the provision of efficient and cost-effective services.
- Assists in developing and maintaining well-organized administrative files.
- Other duties as assigned.

#### **SKILLS AND QUALIFICATIONS:**

##### **Essential:**

- Bachelor's degree required with at least five (5) years of work experience, three to five of which has been in supporting C-Level Executives, preferably in a nonprofit organization.
- Experience serving as administrative liaison with Boards of Directors.
- Three to five years of experience as office manager.
- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks and be adaptable to competing demands.
- Excellent attention to detail.
- Strong interpersonal skills and the ability to build relationships with global staff, Board members, external partners, and donors.
- Expert-level written and verbal communication skills.
- Demonstrated proactive approach to problem solving with strong decision-making capability.
- Forward looking thinker who actively seeks opportunities and proposes solutions.
- Highly resourceful, with the ability to work independently effectively.
- Proven ability to handle confidential information with discretion.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment.
- Proficient in Microsoft Office Suite (Outlook, Word, Excel, and PowerPoint).

**ADA SPECIFICATIONS:****Physical Demands:**

- Employees with disabilities must meet qualification standards that are job-related and consistent with business necessity and must be able to perform the essential functions of the position, with or without reasonable accommodation.
- While performing the duties of this job, the employee is regularly required to talk or hear. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary.
- Ability to travel independently overseas, if requested.

**Disclaimer**

- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
- This job description is subject to change at any time depending on the needs of the organization.

**For consideration, please submit cover letter (include salary history as well as salary expectation) and resume to [HR@aiha.com](mailto:HR@aiha.com).**

**AIHA website: [www.aiha.com](http://www.aiha.com)**