



POSITION: EXECUTIVE ASSISTANT

CLASSIFICATION/FLSA: FULL-TIME/NON-EXEMPT

Organizational Overview

Upward Bound House (UBH) is dedicated to ending the circle of intergenerational family homelessness. We compassionately provide a continuum of services ranging from crisis housing to permanent housing and homelessness prevention. With over 30 years of experience in family homelessness, UBH is a leading services provider, contributing to and advocating for lasting solutions to end family homelessness. Our diverse team is passionate about our mission, UBH provides a fast-paced environment that values empowerment, collaboration, diversity, relationships, efficiency and communication. UBH provides a supportive, caring and merit-based environment for team members and is vested in their growth and development.

Position Summary

The Executive Assistant (EA) will perform diverse secretarial duties and administrative functions requiring confidentiality, initiative and sound decision-making for the CEO. The EA will: rely on excellent organizational skills and the ability to effectively handle multiple priorities; and need to adapt procedures, processes and techniques to the completion of assignments. Duties include coordinating meetings, coordinating travel arrangements, preparing presentation materials, submitting expenses and/or review incoming correspondence and preparing responses. Additionally, the EA will exercise independent judgment, in the event that the CEO is unavailable; the EA may from time to time act as proxy for the CEO, representing CEO in meetings or communications. The EA also serves as a liaison to the Board of Directors and executive and senior management teams. The role's objective is to provide and lead support to both internal and external parties with a high level of professionalism and in a manner that reflects positively on the organization.

ESSENTIAL FUNCTIONS

Executive Support

- 1) **Provide sophisticated calendar management for CEO.** Completes a broad variety of administrative tasks for the CEO including: sustaining and managing an active daily calendar of meetings and events; arranging travel and accommodations for management; completing expense reports; composing and preparing correspondence that is sometimes confidential; and compiling documents for meetings. Prioritizes inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- 2) **Complete a broad variety of administrative tasks** that facilitate the CEO's ability to effectively lead the organization, including: assisting with special projects; completing adhoc projects as assigned; designing and producing complex documents, reports, and presentations; collecting and preparing information for meetings with staff and outside

parties; and composing and preparing correspondence; maintaining contact lists; reviewing various documents, letters, or statistical reports/profiles for accuracy; may prepare reports to partners, governmental and/or local agencies/officials; assisting in preparing and managing presentations and decks.

- 3) **Serve as the primary point of contact for internal and external constituencies** on all matters pertaining to the CEO, including those of a highly confidential or critical nature. Welcome the CEO's guests by greeting them, in person or on the phone; answering or directing inquiries. Represent the organization and the CEO in a positive light through great follow-through skills and sound judgment. Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's style and organization policy. Provide backup support for the front desk.
- 4) **Work closely with the CEO** to keep her well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated. Anticipate CEO's needs in advance of meetings, conferences, etc.
- 5) **Conserve** the CEO's time by reading, researching, collecting and analyzing information as needed, in advance. Ability to understand and decide which scheduled events or meetings are most appropriate for allocation of the CEO's time.
- 6) **Coordinate** all Board, Executive/Management Team meetings and retreats and assist with staff meetings and events as needed. Track tasks assigned by CEO to direct reports and other management team members to ensure deliverables are completed on time
- 7) **Provide "gatekeeper" and "gateway" role**, providing a bridge for smooth communication between the CEO and staff, maintain credibility, trust, and support with the Executive/Management Team. Use discretion, confidentiality, and good judgment to handle C-Level matters. Complete projects by assigning work to appropriate staff, including the Executive Team, on behalf of the CEO. Screen incoming telephone calls; take and deliver accurate messages; respond to requests by gathering and providing information and referring non-routine calls to the appropriate staff.
- 8) **Work with the Executive/Management Team to coordinate the CEO's outreach activities.** Follow up on contacts made by the CEO to cultivate ongoing relationships. Be responsive to emails/texts/phone calls; manage the CEO's contacts.
- 9) **Track matters escalated to the CEO.** Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature; Ensures appropriate course of action, referral, or response upon consultation with CEO. Prepare the CEO for all internal/external meetings i.e. researching organizations/individuals, issues to be discussed, briefing on "synergy" and possible new joint working opportunities which may result from a meeting so as to maximize new opportunities for the organization.
- 10) **Other projects/duties as assigned** for the overall benefit of the organization.

Board Support and Liaison

- 1) Record, produce, disseminate and archive the official record of all Board of Directors and Committee meetings and prepares materials and logistics necessary for Board activities.
- 2) Maintain discretion and confidentiality in relationships with all Board members.
- 3) Prepare Board and Committee meeting minutes for CEO within 72 hours of meetings.
- 4) Comply with applicable rules and regulations set in bylaws regarding board and committee

matters, including advance distribution of materials before meetings in electronic/paper format.

- 5) Coordinate meetings, appointments, and handles all correspondence, filing, etc., associated with the Board of Directors' activities.
- 6) Maintain confidential information and exercise good judgment with courtesy, tact, and discretion in public contacts and in the disposition of problems.
- 7) Support Board and CEO in planning and hosting quasi-social functions.

SKILLS AND QUALIFICATIONS:

- 1) Bachelor's degree in Business Administration, Communications, Marketing or other related field.
- 2) 5+ years' experience as an executive assistant supporting the CEO or C-Level executives.
- 3) Advanced proficiency in Microsoft Office (Outlook, Word, Excel, and PowerPoint) and design software such as Photoshop, Illustrator and InDesign.
- 4) Experience preparing Board minutes and working with a Board of Directors/Trustees.
- 5) Flexible hours as dictated by the needs of the organization for projects and meetings.
- 6) Outstanding verbal and written communication skills, with ability to communicate effectively and professionally.
- 7) Ability to work independently, but with good judgment to know when to involve others or ask for guidance.
- 8) Strong written and verbal communication, and project management skills.
- 9) Must be able to manage highly sensitive and confidential information. Discretion is of utmost importance in this position.
- 10) Creative and innovative.
- 11) Excellent organizational skills.
- 12) Great interpersonal skills, strong work ethic, proactive and punctual.
- 13) Above average knowledge of various social media platforms, including Instagram, TikTok, Twitter, Facebook etc.

PREFERRED ATTRIBUTES:

- 1) Business sense - has a strong business sense and can decipher priorities and make sound judgment calls when needed.
- 2) Commitment to excellence - perform duties at the highest level possible on a consistent basis.
- 3) Excellent communicator - able to interact with people of all levels in a confident, professional manner.
- 4) Possess a high level of interpersonal savvy and are committed to building strategic, successful relationships with partners and stakeholders.
- 5) Team player - have team-oriented experience and approach.
- 6) Service focus - dedicated to meeting the expectations of the CEO by maintaining effective relationships with interested parties.
- 7) Ability to think outside of the box with a sense of urgency.
- 8) Self-motivated with excellent organizational, people, project, and time management skills. Ability to prioritize a diverse and demanding workload; set attainable expectations; delegate

appropriately; and hold yourself and collaborators accountable to deadlines, milestones, and a high level of excellence.

- 9) Open to coaching and receiving feedback, and willing to give it.
- 10) Excellent presentation and facilitation skills.
- 11) Ability to juggle multiple projects and deadlines, thrive on problem solving and challenges.
- 12) Possess a positive attitude and approach work with curiosity, humor, and a growth mindset.
- 13) Enjoys working in a collaborative team environment, has excellent interpersonal skills, and actively engages colleagues in your work and support their efforts.
- 14) Takes a customer-focused approach to working with any and all stakeholders.
- 15) Self-aware and understands that everyone has strengths and limitations. Speaks up when in need of additional support and reacts with empathy when others do the same.
- 16) Passion for the organization's mission and deep interest in being an integral part of the UBH team.
- 17) Ability to wear many hats and work with many different people from different communities in a single day. Ability to adapt to evolving needs and accommodate last-minute changes.
- 18) Sense of style and professional attire.
- 19) Must have and maintain a valid California Driver's License and insurance in good standing.

MANDATORY REQUIREMENTS

- Employment eligibility verification
- Current California driver's license and State-required insurance and a driving record acceptable to the organization and/or its insurance carrier
- Reliable transportation; use of a personal vehicle to travel between worksites and other locations is required
- Successful completion of background screening

TO APPLY

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met.