



TITLE: Executive Assistant

REPORTS TO: Executive Director

SUMMARY: The Executive Assistant provides support to the I Know I Can Executive Director, Director of Development and other members of the management team through the execution of various day to day responsibilities, including maintaining schedule, drafting communications, organizing meetings and managing the donor database and donor recognition protocol.

Performance Capabilities Required:

- Understand the objectives, key initiatives and issues of directors, team and key clients; ability to provide administrative services that positively impact those initiatives, the team and clients.
- Effectively collect information and resources from appropriate sources based on specific tasks assigned and business needs, using sound judgment from prior experiences, secondary resources and a clear understanding of the organization in evaluating the quality and reliability of the information collected and effectively and efficiently relay the important/relevant information to directors, teams and customers.
- Anticipate the needs of directors, teams and key clients and ability to proactively initiate the actions necessary for meeting those needs without always needing to be directed/asked.
- Demonstrate excellent communication skills through clear and succinct messaging with directors, teams and key clients. Able to adjust communication styles easily between different audiences, always maintaining a high level of tact, good judgment and respect.
- Work well on a team and using collaboration on projects to leverage skills and incorporate lessons learned and institutional experience into best practices for the organization in reaching its mission.
- Incorporate exceptional customer service into each interaction with internal and external clients – responding to emails, voicemails and requests in a prompt and professional manner, efficiently resolving outstanding issues or questions and establishing systematic approached to communication.
- Work in a proactive and prepared manner but also able to multi-task, think quick on your feet and work under pressure.
- Comfortable speaking in front of small groups and to individuals at all levels of an organization/corporation.

Duties and Responsibilities:

- Provide top-level assistance to Executive Director, Development Director and members of the leadership team.

- Conserves executive director's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
- Maintains executive's calendar by planning and scheduling meetings, conferences, teleconferences, and travel.
- Maintains trust and protects operations by keeping information confidential.
- Compose fact sheets and coordinate newsletters and mailings as directed by leadership team.
- Draft correspondence to key stakeholders/donors/volunteers as directed by management team; edit/proofread correspondence created by management team.
- Take minutes at IKIC Board and Committee meetings.
- Represent IKIC at agency and funder fairs.
- Process and deposit all incoming donations, pledge payments and grant funding.
- Prepare donor recognition and acknowledgements, including thank you notes, follow-up communication and annual holiday correspondence.
- Manage printing, distribution and sale of I Know I Can's self-titled children's book.
- Assist in maintenance of the IKIC web site, additionally maintains all IKIC social media outlets.
- Assist with the creation and distribution of annual reports, collateral materials and special publications.
- Create and maintain PowerPoint presentations, Excel spreadsheets, publisher files, etc. as directed by leadership team.
- Coordinate materials for meetings and training sessions and other activities of the organization.
- Support Executive Director and leadership team with administrative duties such as typing, phone and email correspondence, requisition of supplies, scanning, faxing, etc.
- Assist in preparation of materials for the board of directors.
- Perform other special projects, duties and responsibilities as requested.

Qualifications/Skills:

- Bachelor's Degree required
- Minimum 3 years of office administrative support experience or commensurate experience
- Excellent organizations skills (written, oral and presentation)
- Detail-oriented, capable multi-tasker, deadline driven
- Superb interpersonal skills
- Experience working in urban school district
- Must be skilled in use of software programs including Microsoft Outlook, Microsoft Word, ACCESS, PowerPoint, Publisher and Excel.
- Strong critical thinking and problem solving skills
- Experience entering data and manipulating complex reports in database required
- Must be self-motivated and work well autonomously and as a team member