



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Executive Assistant/Communications Specialist** is responsible for administrative support systems including reception, supplies, file maintenance, meeting logistics, and special projects. The Executive Assistant provides direct support to the CEO, Board of Directors and the administrative team including the CFO, Human Resources and Director of Development assisting with advancing the community presence and perception of the Agency in the community, including marketing, fundraising and community outreach efforts by the agency. Exercises discretion and independent judgement with respect to matters of significance affecting daily operations of the administration and operations of special projects. Maintains confidentiality of information and activities as needed and supports the effective flow of communication within the organization. This position supports effective internal and external communications and the implementation of key public relations strategies, in alignment with the overall mission and strategic plan. Primary responsibilities include creating messaging and content designed to communicate and reinforce WCAP programs, services, resource development and work plans.

Position Title:
Executive Assistant
/Communication Specialist

Department:
Administration

Reports To:
President and CEO

Supervises:
Receptionist

FLSA Status:
Exempt

Salary Range:
RM1/L2

Last Revised/Approved:
7/2021

ESSENTIAL DUTIES AND RESPONSIBILITIES

Overall Responsibilities

1. Works closely with the President/CEO to ensure agency communication goals are met.
2. Assists with creation and implementation of an integrated, organization-wide strategic communications plan to broaden awareness of and strengthen the agency's brand identity across its service area.
3. Assists with - plans for the improvement of communication processes that support and highlight programming and services.
4. Maintains administrative support systems and activities, including the central administrative office and reception.
5. Provides administrative support to the CEO and other administrative staff.
6. Supports Board of Directors meetings, activities, and communications as directed by the CEO. a
7. Assists with staff support for community initiatives such as the Neighbor for Neighbor coalition, the Heroes 4 Hunger, the Cinderella Project, and other initiatives undertaken by the Agency.
8. Assists with tracking, reporting, and supporting compliance with the requirements of the Community Services Block Grant (CSBG).

Administration and Board Support

1. Oversees organization of Agency events, including annual Volunteer Recognition Night, Staff Events, Holiday activities and special Board meetings.
2. Supports Board meetings and assigned Board Committee meetings; responsible for minutes, agendas and communications as directed by the CEO.
3. Provides support for the Leadership Team meetings and is responsible for coordinating agenda's and minutes.
4. Oversees the employee recognition system.
5. Assists with Strategic Planning and Community Needs Assessment activities.
6. Oversees the preparation and distribution of the Board of Directors Packets for all board meetings and communications.

7. Responsible for Board and Agency meeting's including planning, preparations, and logistics.
8. Ensures and maintains Board and Agency calendars of events.

Marketing, Fundraising, and Community Outreach

1. Assists the CEO and Development Director with the development and implementation of an annual marketing & communications plan that advances the Agency's brand, strengthens the Agency's identity in the community, and supports its program activity.
2. Assists with the production of all communications materials (Annual Report, brochures, flyers, press releases, etc.), maintaining media contacts, organizing fundraising appeals, and organizing Agency events (e.g. volunteer recognition, annual staff training day, etc.).
3. Maintains media contacts and supports the preparation and distribution of ads, brochures, flyers, videos, staff ID cards, business cards, and press releases.
4. Assists with websites maintenance and updates.
5. Assists with the production of agency newsletters and email communications.
6. Organizes the Agency's presence and outreach efforts at community events throughout the year.
7. Prepares annual appeal materials and coordinates mailings.
8. Contributes to the development of communication training for all staff, including developing and maintaining email templates, marketing materials and talking points.

Management of Administration Office:

1. Develops and maintains administrative support systems to promote effective communication, for agency key administrative staff and agency programs.
2. Supervises the main Receptionist and provides for back up support.
3. Oversees central purchasing for office needs including cleaning supplies, office supplies, and equipment as required.
4. Maintains Desk top procedures for Reception Duties and other centralized administrative support functions.
5. Oversees key distribution and tracking processes.
6. Oversees and Maintains CASH receipt processes.

Administrative Support:

1. Serves as recording secretary for Administration and Leadership meetings.
2. Responsible for overseeing preparation of Administrative and Ad-Hoc Committee/Workgroup Meetings (Program Development, Wellness/Safety, Administrative Operations, Risk Management etc.)
3. Provides support and clerical services to the Chief Executive Officer and Development Director.
4. Tracks and Manages Agency Complaint Process.
5. Responsible for oversight of daily administrative file maintenance.
6. Maintains and updates Agency Web Site.
7. Oversees Community Cares Fund.

Contract Administrative Support

1. Maintains a contracts management system for tracking, recording, and reporting requirements to support agency compliance.
2. Assists with Board of Directors training and key staff in CSBG Results Oriented Management Accountability (ROMA).
3. Submits reports and other required materials for contracts as requested to meet Requirements.
4. Assists with Community Services Block Grant (CSBG) data collection and reporting activities.

Volunteer and Donor Engagement

1. Prepares letters, e-mails, newsletters, and other scheduled correspondence to Agency volunteers and donors to promote communication with the community and maintain community relationships.
2. Maintains Agency donor database and generates reports for the CEO, Development Director and Sustainability Committee of the Board of Directors.
3. Creates annual appeal materials and oversees distribution.

4. Maintains Agency volunteer database and manages general volunteer inquiries and applications.

Personnel Management

1. Manages personnel actions, hiring, supervising, and evaluation of department staff.
2. Manages personnel in accordance with applicable laws, rules, regulations and WCAP policies, protocols, practices and procedures.
3. Oversees appropriate training and/or professional staff development for direct reports.
4. Designs and implements agency staff training and technical assistance as needed.

Fiscal Management

1. Operates all assigned activities within the Board approved budgetary constraints.
2. Follows Agency financial policies, practices and procedures.

Professional Development

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
2. Participates in any required trainings, meetings and professional development activities.

Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds regularly, and up to 35 pounds occasionally. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. Statewide travel may be needed for meetings and or trainings. This position is a full time salaried position that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements.
- Must meet WCAP's background clearance requirements.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least five (5) years of experience in administrative management required; in social service setting preferred.
- Three (3) years of progressive experience in planning, communications, marketing, public relations, market research, or equivalent combination of education, training and/or experience in a non-profit setting is required.
- Must have analytical skills and creative experience necessary to address targeted messages to a variety of audiences.
- Strong written and oral communications skills and solid grammar are essential, including ability to write well, listen effectively, interview and gather pertinent information from sources at all levels in the organization, and work with varying levels of staff.
- Must be able to work well under pressure and to manage multiple projects simultaneously.
- Must be able to maintain confidentiality regarding any access to staff, client, or agency information.
- Background in Communications, Marketing a plus and preferred.
- Supervisory experience.
- Proficient with Microsoft Office products, including Excel, Word and Outlook.
- Proficient with Adobe Creative Suite products, esp. Photoshop, InDesign and Illustrator.
- Strong organizational/time management skills.

Education Requirements:

The following education requirements are considered essential:

- A Bachelor's degree social services, communications, public relations or similar field. Emphasis in marketing, communications, public relations or related field preferred.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date