POSITION DESCRIPTION

Position: Executive Administrative Assistant

Purpose: Aligned with the Goering Center’s strategic plan and mission, provide administrative support to the management team, maintain and enhance member relationships, coordinate details of special projects, and ensure reporting accuracy through diligent maintenance of the Center’s CRM.

Reports to: Director of Operations & Programming

Status: Full-time

Core hours: 8 a.m. - 5 p.m. Monday-Friday; Occasional Morning, Evening and Weekend events

Primary Responsibilities

The Executive Administrative Assistant is integral to the successful operation of the Goering Center, providing front-line support to the Center’s management team (President and three Directors), back-up support to the Center’s assistant director, and accurate monthly management reports through diligent maintenance of the Center’s CRM. This position also serves as a key point of contact for corporate partners and members, helping the Center maintain high levels of service.

- Draft correspondence or respond on behalf of the management team in an effective and professional manner;
- Schedule meetings, arrange travel and maintain calendars for the management team;
- Provide general administrative support, including presentation, spreadsheet and document preparation;
- Answer phones and direct calls to the appropriate Center resource;
- Owns the Best Practices Alignment Profile (BPAP) process;
- Supports the Membership and Engagement Directors in shepherding suspects/prospects/ new members through the sales/engagement cycle.
- Maintains CMIS, engagement, membership and program information in the ACT database, and is accountable for producing accurate, corresponding monthly management reports;
- Monitors Cincy Register account; updates event and management teams on anticipated program attendance;
- Produces suspect, prospect, high-potential and other reports, as needed, for Membership and Relationship Directors;
- Cross-trains with the assistant director to serve as backup in execution of all Goering Center programs and events, including the preparation of program materials, coordination of event logistics, and day-of event execution;
- Orders office supplies, as needed, from the appropriate supplier or University office;
- Other duties as assigned.

Knowledge, Skills & Abilities

- Four years of experience in an executive administrative role, or business manager in a corporate environment;
- Must be a self-starter able to produce accurate work and possess a high degree of office systems organization;
- Must be a team player in a small office environment;
- Promptly responds to requests with accuracy and has a courteous demeanor;
- Able to represent company in a professional manner;
- Strong written communication skills;
- Able to transcribe information from both handwritten and recorded sources. Can accurately type 50 to 60 words a minute and accurately transfer data from one place to another;
- Must be proficient in the Microsoft Office Suite, specifically Word, Excel, PowerPoint and Outlook. Must be comfortable with Word’s mail merge function and Excel formulas, and capable of conveying ideas in PowerPoint;
- Experience with ACT, SalesForce, or similar CRM software;
- Able to evaluate the accuracy of reports, and reconcile the reports with the CRM data.
Performance Competencies & Behaviors

Adaptability: Projects a high degree of professionalism and a sense of calm in all levels of interaction. Is able to plan, prioritize, organize, and follow up several tasks and projects in a fast-paced environment. Flexible - can adjust to sudden changes in priorities and the work environment.

Organization: Can balance conflicting priorities in order to manage workflow, ensure the completion of essential projects, and meet critical deadlines. Allocates time appropriately, keeps a clean and organized office, and maintains control over their physical environment.

Communication Skills: Understands that the most important aspect of communication is the act of listening and actively works to improve those skills. Speaks with confidence using clear, concise sentences and is easily understood. Produces well thought-out, professional correspondence free of grammatical and spelling errors. Uses high quality, professional oral and written skills in all external communications to project a positive image of the business.

Member Service: Interacts professionally with members and associates at all times.

Team Player: Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals.

Computer/Technical Skills: Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner, etc. Demonstrates advanced proficiency by quickly adapting to new technology and easily acquiring new technical skills.

Judgment: Exhibits sound judgment and the ability to make reasonable decisions in the absence of direction. Swiftly refers problems/issues to the appropriate person(s) when necessary. Works effectively without constant and direct supervision or guidance.

Measurable Goals

Front Line Support to Management Team
- Successfully complete assignments by deadline
- Target: meet quarterly “rocks” and monthly scorecard goals

Backup Support to Assistant Director
- Work with AD to understand the logistics responsibilities associated with event execution
- Target: Complete successful knowledge transfer to execute a single-day event without assistance

CRM Maintenance and Reporting
- Work with AD to complete data input and reporting training
- Target: Produce accurate monthly management reports on time

New Core Members
- Identify core member “suspects.”
- Target: Recommend 15 quality Core Member suspects to Membership Director annually