



Executive Assistant Office of CEO | San Francisco, CA, United States

Agency Overview

Felton Institute has been at the forefront of social service innovation, pioneering development of new approaches to meet emerging needs of underserved populations for over 125 years. Felton Institute's mission is to respond to human needs with cutting edge social services and treatment that combine the best social science research with cultural sensitivity, a deep respect for the consumer, and a commitment to social justice. Today Felton serves over 13,000 people in 11 languages in 5 counties with range of services from childcare to mental health treatment to employment services.

Felton Institute's vision is to be a significant driver of national innovation, developing, testing, and implementation of evidence-based practice to fidelity in community based settings. With a \$19 million operating budget and over 200 employees, Felton offers a dynamic, challenging, and supportive work environment. All staff is supported to increase their skills, enter new domains, and increase their position and salary as their skills grow.

What We're Looking For

The Executive Assistant to the CEO will be comfortable in an 'all hands on deck' environment, and can thrive in an intense and fast-paced working environment. We are seeking a sharp, motivated, and highly organized Executive Assistant to support our CEO as we continue to grow our dynamic presence. Up for the task? Read on!

What You'll Do

- Provide one-on-one administrative support to our CEO. This includes managing complex internal/external meetings, reviewing and processing contracts and expenses while maintaining professionalism and confidentiality
- Conserve CEO's time by reading, researching, writing and routing correspondence; collect and analyze information; initiate communications
- Check the CEO's email on an ongoing basis throughout the day, and respond independently to all routine inquiries and questions
- Manage/maintain CEO's calendar and contacts in Outlook and the company's contact Database
- Work with CEO and Management Team to oversee: general client communications/presentations, press announcements, social networking activities, firm events, etc
- Provide backup support for CEO's personal matters
- Coordinates the CEO's calendar including meetings, events and travel arrangements and planning itineraries
- Takes initiative and maintains an active role in special projects
- Reviews executive's emails and prioritizes content
- Drafts, edits, and proofreads high level correspondence
- Interacts with senior executives and other employees, clients and visitors in a professional manner

- Maintains confidential and specialized files
- Provide administrative assistance and planning for trades shows, conferences and other events
- Utilizes sound judgment in determining which tasks can be personally handled and which require to the attention of the CEO or other executives
- Serve as the liaison with senior level executives and key business stakeholders to ensure a continuous and efficient operation
- Handle high-level inquiries quickly, proactively, and follows through on tasks to successful completion, often with deadline pressures
- Organize and plan meetings, events and conferences involving Board, local committees and/or all staff meetings
- Resolve administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions
- Handle confidential and non-routine information and facilitate communication between appropriate departments

Skills Needed For Success

- Ability to maintain a comprehensive awareness of the organization and better respond to inquiries
- Exceptional written and verbal communication skills required, with attention to detail, which will be verified by testing during the interview process
- Ability to work well under tight deadlines and respond to rapidly changing demands with the ability to prioritize tasks and anticipate needs
- Demonstrated ability to compose correspondence and documents, which often require an understanding of industry-specific subject matter, company standards and/or procedural guideline
- Ability to take charge of all routine email/telephone correspondence and independently determine whether the personal attention of the executive is required
Intuitive grasp of CEO's needs
- Exceptional ability to prioritize assigned tasks and solve issues as they arise
- Exercises discretion in all matters
- Detail oriented mindset
- Exemplary interpersonal relations
- Ability to work in fast-paced environment and maintain a sense of urgency
- Ability to communicate in a tactfully assertive manner

Minimum Requirements

- Bachelor's degree preferred
- Minimum of 5 years' experience supporting C-Level executives
- Stellar written and interpersonal skills. Someone who exercises excellent judgment and diplomacy in all interactions
- Superior organizational and prioritization skills; great follow through on tasks and works well under pressure
- Flexibility in schedule to provide assistance outside of normal business hours, if needed
- Strong scheduling, calendar management and expense report management for CEO
- Incredibly detail-oriented
- Proficiency with the MS Office Suite (Word, Excel, PowerPoint, Access, Outlook) and Social Media
- Excellent communication skills
- Superior travel coordination skills
- Knowledgeable about organizing off-site events
- Hustle, Humility, and Attitude - You are always ten steps ahead of the CEO, anticipating every move in order to help conserve time and drive efficiency. No task, no detail is too insignificant, you will do whatever it takes to get the job done with a consistent positive outlook and attitude

- Creative problem-solver and self-starter
- Ability to hit the ground running and take charge of the position
- Must be flexible and able to quickly react to last minute changes
- Proactive and self-motivated with an ability to take direction
- Ability to effectively interact with all levels of the organization
- Proven establishment of solid connections to build successful relationships
- A positive, helpful demeanor, always focused on customer service
- Sense of humor
- Stronger work ethic and better attitude than most others

Additional Information

Division: Administration

Location: San Francisco

Position: full time

Reports to: CEO

SEND RESUMES TO:

Gala Martin

Recruiting Manager

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