COMPANY NAME: Our Family Services

JOB TITLE: Executive Assistant

JOB DESCRIPTION:

For over 65 years, Our Family has successfully worked the front lines to solve Tucson’s most important social issues. We offer safe and stable homes for over 450 youth, children and parents experiencing homelessness each night. We provide the only emergency youth shelter for teens 12 to 17 in Southern Arizona.

Title: Executive Assistant
Dept/Program: Administration
Reports to: Chief Executive Officer (CEO)
Status: Full-time, Exempt

The primary purpose of this position is to provide professional administrative and executive level support to the CEO, keep official agency records and executive administrative policies determined by the CEO, partner to coordinate quality improvement programs, and work collaboratively with other departments and the CEO to ensure that agency goals are met to fulfill its mission. Agency administration supports the effective functioning of the organization and its staff through a variety of supportive functions, including board development, training, licensure, accreditation, quality improvement, payroll, benefits administration, reception, facilities and IT support.

All agency positions are expected to meet the agency standards for attendance and punctuality, positive interactions with others, effective work habits, knowledge and skills, judgment and ethics. The specific expectations and essential duties of this position include:

- Provides professional administrative and clerical support to the CEO in order to increase the effectiveness and efficiency of the CEO’s work.
- Supports activities and functions of the CEO, senior leadership team as a whole, and Board including but not limited to word processing, data entry, filing, photocopying, scanning, preparing purchase orders, mail assistance and taking phone messages.

2797 E Ajo Way, Tucson, AZ 85713
BusinessServices@pima.gov
Equal Opportunity Employment/Program:
Auxiliary aids and services are available upon request to individuals with disabilities
• Schedules appointments for the CEO, coordinates meetings, composes and types correspondence, assists with mail management.
• Exercises discretion in acquiring and disseminating confidential and proprietary information.
• Researches and writes articles as requested by the CEO, and in collaboration with the development division, for local publications and to enhance Our Family’s public relations and exposure.
• Assists with dissemination of information as determined by the CEO.
• Partners to help coordinate the performance and quality improvement program, in collaboration with the Database Administrator, and program division directors/managers.
• Provides support to the accreditation process of the agency, as needed.
• Attends Board and committee meetings, prepares and distributes notices, minutes, and resolutions.
• Assists with the planning and preparation of meetings (Board, Board Committees, senior leadership team, leaders group, all staff and others as identified) including but not limited to notification of attendees, scheduling of meetings and facilities, creation of agendas, and recording and distributing meeting minutes.
• Coordinates travel for the CEO; creates travel itineraries and schedules.
• Communicates any and all staff and/or public concerns to CEO.
• Acts as a workplace culture leader, ensuring at all times to model values based interactions. Addresses culture concerns with CEO as they arise.
• Maintains a comprehensive filing system of all Board and related activities, including managing the cloud based Board documents site.
• In collaboration with the CEO, maintains the general agency policies and procedures document and updates as needed.
• Assists with special events and donor events as needed, including volunteer projects and special fundraising activities, in collaboration with the development division.
• Assists the CEO with special projects and activities as needed.
• Maintains awareness of community activities, events and changes and keeps CEO abreast of information.
• Assists with backup for front desk.
• Other duties as assigned.

As this position is part of the agency’s Leader’s Group, the following leadership expectations also apply:

• Upholds agency staff values and expectations
• Engages in respectful and ongoing communication and problem-solving with others
• Follows protocol and established procedures while still being creative and taking initiative to do what needs to be done
• Acts as a positive and professional ambassador for the agency both internally and in the greater community
• Takes all practical steps to ensure a work environment that is safe, friendly, helpful, and free from harassment
• Successfully engages, coordinates, and motivates agency staff to achieve program or project goals

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• Is able to face adversity, take unpopular stands, or engage in tough debates when necessary, but knows when to move on also

Scheduling flexibility:

This position often works weekday, daytime hours. Some flexibility in scheduling is available to meet employee needs, as long as agency and department needs are still being adequately addressed. This position can be done remotely. May be required to come to the office when needed to complete some tasks.

Qualifications:

• Three (3) years’ relevant work experience in executive administrative management experience.
• Able to pass background check related to position requirements
• Must be COVID-19 vaccinated
• Proven expertise in writing and composition
• Excellent written/verbal communication.
• Excellent customer service skills.
• Strong organizational and time management skills, detail-oriented, and the ability to handle multiple priorities.
• Ability to work well independently and be self-motivated.
• Demonstrates the skills to handle stressful situations.
• Maintain confidentiality and respect and observe organizational protocol.
• Ability to represent agency in a professional and knowledgeable manner.
• Ability to work effectively with the Board of Directors and volunteers, with understanding of appropriate boundaries.
• Experience in interacting with all levels and departments within an organization.
• Ability to work under pressure and accommodate change
• Ability to build strong relationships internally and externally
• Aware of and sensitive to the diverse needs of our staff, clients and community.
• Flexible and adaptive.
• Since driving is occasionally necessary to fulfill the job functions, a valid Arizona driver’s license, reliable transportation, clean driving record and current auto insurance are preferred.
• Computer and technological skills necessary to write reports, maintain appropriate correspondence, develop program materials, understand financial statements, enter and retrieve information on a database or spreadsheet, develop and use PowerPoint presentations, use agency email, and locate information on internet.
Compensation:
Salary for this position starts from a base of $35,000 annually. Individual salaries are based on the number of years of relevant education and experience a candidate has beyond the minimum required for the position. Additional compensation may also be offered based on relevant licensure or certification. All staff who successfully passes a language test showing substantial bilingual ability in Spanish will receive a differential equivalent to $.75/hr.

Our Family offers excellent benefits!

- 13 paid holidays a year
- Benefits start the first of the month following hire
- Affordable medical (30+ hour employees) and dental benefits with a choice of plan options
- Employer-paid life insurance (30+ hour employees) with the ability to buy up additional coverage
- Generous paid time off with the ability to use time as it accrues with no waiting period
- A 403(b) retirement plan with an agency match
- Educational reimbursement available
- An investment in staff development, including many quality agency-provided trainings
- Eligible 501(c) Agency for the Public Service Loan Forgiveness program

To apply for this position, or to see a full listing of employment opportunities at Our Family, please go to our website at https://www.ourfamilyservices.org/about/join-our-team/

Our Family Services is an Equal Opportunity Employer. We especially encourage applications from veterans, individuals with disabilities, and alumni from national service programs such as Peace Corps and AmeriCorps, people of color, people of diverse gender identities, women, and people with lived experiences of homelessness.