

| | |
|------------------------|--|
| Position title | <i>Executive Assistant to National CEO</i> |
| Reports to | <i>National CEO</i> |
| Employment type | <i>Permanent (Full Time)</i> |

Purpose

The Executive Assistant is responsible for the provision of high level administrative support and assistance to the ACSA National CEO. This role has regular contact with the rest of the ACSA Executive Leadership Team, Board members, Politicians and their officers, ACSA member executives and ACSA employees therefore must provide a high level of professionalism and dedication to high levels of customer service.

Duties and responsibilities

- Maintain executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Provide a very high level of support in the smooth management of all meetings as requested, including preparing papers, agendas, run sheets and distribution of minutes.
- Liaise with other executive assistants (internal to ACSA and external) to arrange meetings, conferences and teleconferences.
- Develop a strong relationship with the National CEO to be able to preempt needs and understand the preferred method of communication, travel and style of work.
- Answer phones, screen calls and inquiries and evaluate and handle (where appropriate) any incoming requests for meetings or information.
- Monitor and ensure that the National CEO's schedule is manageable and achievable, communicating any changes to the schedule in advance and assisting with efforts to accomplish objectives, deadlines and commitments
- Ensure meeting arrangements are provided for, including all appropriate materials, conference/video call set-up and catering services where required.
- Provide clerical and administrative support by preparing correspondence and maintaining documents and files.
- Provide historical reference by developing and utilising filing and retrieval systems; recording meeting discussions.
- Provide a high level of customer service to all employees and external stakeholders at every point of contact, establishing relationships and building rapport.
- Produce information and drafts of documents by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
- Conserve executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
- Manage general member enquiries by referring enquiries to the appropriate employees in an efficient and timely manner.
- Review work practices to propose improvements to the way the organisation performs administrative tasks.
- Promote ACSA's services to members and non-members, identifying potential new members and "soft selling" service at all possible instances.

- Maintain the iMIS database, including recording all interactions with members and non-members had by the individual and on behalf of the National CEO.

Essential Competencies

Communication

- Communicate clearly and concisely in both written and verbal form
- Communicate effectively in group situations
- Remain calm under pressure and display diplomacy skills

Planning and Organising

- Prioritise work in terms of urgency and importance and schedule work activities in advance and be counted on to follow through on tasks
- Able to keep track of priorities and give supervisor early warning of possible problems
- Shows initiative and is proactive in looking for improvements to work practices

Customer Service

- Offer advice and services to meet customer needs and provide solutions to problems
- Deliver on promises made to customers
- Develops relationships with customers in order to achieve goals

Accountability

- Take responsibility
- Act with confidence
- Act on own initiative

Teamwork

- Understand others
- Adapt to the team
- Listen to others
- Consult others
- Communicate proactively
- Keep others informed
- Support others, as well as developing and communicating self-knowledge and insight

Analysing and interpreting

- Write clearly and fluently
- Write in an expressive and engaging style
- Target communication
- Make judgments

Qualifications and Experience

- Minimum of 5 years' experience in providing support to a senior executive
- Ideally have had experience in a not-for-profit organisation
- Must be extremely organized, demonstrate a high level of professionalism, and be a team player.
- Excellent communication skills
- Excellent organisational skills
- Proficient experience in the use of Microsoft Office Suite

Working conditions

- After hours' work may be required
- Ad-hoc duties may be required

Direct reports

N/A