

Emma Norton Job Description

Title: **Executive Assistant**

Status: **Non-exempt; full-time**

Location: **Saint Paul, Minnesota**

Supervisor: **Executive Director**

Direct Reports: **none**

Compensation: **starts at \$45,000**

Organization

Emma Norton Services works with women, children, and families who are on their journey of recovery from homelessness, mental illness, chemical dependency, and other life stressors. Emma Norton Services provides safe, permanent housing in combination with programs and support services, through a housing first and harm reduction model, to provide an environment where victory over homelessness, mental illness, and chemical dependency is possible.

Purpose

The executive assistant provides administrative support to the executive director, the board of directors; and assists in promoting the capacity of Emma Norton as a whole. The executive assistant is responsible for administrative support and schedule management for the executive director; support for certain staff meetings and board/committee meetings; being a member of the management team; and support for administrative, human resources and technology needs.

Responsibilities

1. Agency Capacity and Administrative Support

- Oversees the critical technology systems, including phones, computers, voicemail, email and copiers.
- Manages office and program supply for administrative and advancement teams.
- Liaison to Emma Norton's vendors and consultants as directed (i.e. Success and Work-It).
- Provides administrative support to the executive director and the Board of Director's executive committee, including committee chairs (e.g., food, materials, technology needs).
- Staffs management team, supervisory trainings, board meetings and related processes.
- Assists the executive director with Board of Director and advancement (i.e., donor cultivation) strategic tasks that support the agency and align with the strategic plan.

2. Human Resources

- Manages employee data, both in paper and electronic format, including maintenance of complete up-to-date files for current and former employees, conducting periodic audits of personnel files and reporting results to executive director.
- In collaboration with supervisor and management team, manages annual performance review process.
- Updates and maintains human resources manual and employee handbook.
- In collaboration with managers and supervisors, manages hiring process from development of job description to hire of candidate as well as ongoing staff

- performance, supervisory trainings, and separation process.
 - Prepares new hire packets for orientation, including conducting background studies on all employees.
 - Manages aspects of volunteer process, including conducting background studies on all volunteers.
 - Orients and provides new staff with onboarding into new position including training on technology systems and employee data forms.
 - Manages employee benefit package through communication with employees and vendors, including individual employee enrollment, open enrollment, termination and change of benefit status information in collaboration with finance director
 - Prepares, disseminates, and tabulates results of the annual employee satisfaction survey.
 - Manages entirety of payroll process, including communication with staff regarding timesheets and preparation of payroll documents for entry and serve as the back-up to payroll entry as needed.
3. Function as a team member
- Follows through with own job responsibilities and assignments.
 - Engages in constructive problem solving and conflict resolution, assists other team members in doing the same.
 - Provides information needed by other team members in a timely and effective manner.
 - Offers assistance to team members as needed.
 - Willing to give and receive feedback to and from team members.
 - Takes direction from supervisor or manager, and accepts and implements team decisions as made.
4. Other duties
- Participates in monthly staff and team meetings.
 - Promotes community awareness of Emma Norton.
 - Participates in agency efforts to promote a mutually respecting, multicultural environment and participates in training opportunities related to economic, racial and cultural diversity as requested.
 - Complete and maintain up-to-date knowledge and expertise in areas related to job duties including the completion of HIPAA and Vulnerable Adult training within the first 7 days of hire.
 - Performs other duties as apparent or assigned.

Requirements

1. A course of study including a minimum of an Associate's Degree and a minimum of two years of related experience.
2. Ability to undergo and pass a background study as detailed in Minnesota Statute 144.057 and Chapter 245C.
3. Experience and high level of proficiency using Microsoft Office including spreadsheets through Excel, presentation support through PowerPoint, and advanced capabilities in Word.
4. Able to interact with people in a manner that shows sensitivity, respect, and professionalism.
5. Ability to communicate effectively orally and in writing.
6. Able to exercise good judgement and problem solving in a variety of circumstances with

multiple task supervisors.

7. Ability to work with a high level of accuracy and attention to detail.
8. Able to maintain professional boundaries.
9. Moderate physical effort, with intermittent lifting or carrying limited to no more than 50 pounds.
10. Duties may require physical ability to climb stairs.
11. Duties require extended use of a keyboard.
12. Ability to work in a fast-paced environment, where interruptions are frequent and the ability to multi-task and set priorities are necessary.

Employee and Management Review

Employee Signature

Date

Human Resources Signature

Date