

Detroit Rescue Mission Ministries

JOB DESCRIPTION

JOB TITLE: Executive Administrative Assistant **LOCATION:** Admin

REPORTS TO: President **POSITION:** Non-Exempt

JOB SUMMARY:

The Executive Administrative Assistant provides high-level, confidential administrative and executive support to the President/CEO and serves as a key point of coordination for the Office of the President. This position manages the President/CEO's calendar, appointments, correspondence, travel, meetings, telephone communications, records, follow-up activities, and day-to-day administrative priorities. The Executive Administrative Assistant must anticipate needs, exercise sound judgment, protect confidential information, communicate professionally on behalf of the President/CEO, and ensure that commitments, requests, and action items are completed accurately and on time.

ESSENTIAL FUNCTIONS:

1. Manage the President/CEO's complex calendar, including scheduling and confirming appointments, meetings, calls, internal conferences, community engagements, donor meetings, speaking engagements, and other commitments.
2. Serve as a gatekeeper and primary administrative point of contact for the President/CEO; appropriately prioritize requests, visitors, telephone calls, correspondence, and competing demands.
3. Draft, edit, proofread, format, and prepare professional correspondence, letters, emails, memoranda, reports, presentations, meeting materials, thank-you letters, invitations, and other executive communications.
4. Review incoming correspondence and communications; identify matters requiring the President/CEO's attention, route items appropriately, prepare responses when requested, and track matters through completion.
5. Make and receive telephone calls on behalf of the President/CEO; take accurate messages, obtain needed information, return or redirect calls as appropriate, and maintain a reliable system for follow-up.
6. Maintain a detailed follow-up and action-item system for commitments made by the President/CEO. Track deadlines, pending responses, requested information, assignments, and outstanding matters and provide timely reminders.
7. Coordinate all executive travel arrangements, including air travel, hotel accommodations, ground transportation, rental vehicles, itineraries, confirmations, meeting locations, and schedule changes. Prepare complete travel itineraries and supporting materials.
8. Schedule, organize, and coordinate meetings; reserve meeting space, prepare agendas and materials, confirm participants, arrange technology or refreshments when needed, take notes or minutes when requested, and distribute follow-up items.
9. Prepare the President/CEO for meetings and appointments by assembling relevant correspondence, background information, reports, presentations, directions, contact information, and briefing materials.
10. Maintain accurate and confidential executive files, contact lists, correspondence records, meeting records, electronic documents, and other administrative records using organized filing and retrieval systems.
11. Coordinate communication between the President/CEO and senior leadership, Board members, donors, community leaders, government officials, partners, vendors, staff, and other external stakeholders in a professional and timely manner.

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12. Assist with Board and executive-level administrative support as assigned, including scheduling, meeting materials, correspondence, document distribution, attendance coordination, and follow-up.
13. Manage invitations, RSVPs, event registrations, speaking engagements, special events, and other commitments involving the President/CEO; ensure dates, times, locations, dress requirements, contact information, and necessary materials are documented.
14. Maintain awareness of the President/CEO's priorities and deadlines and proactively resolve scheduling conflicts, gather information, coordinate logistics, and identify issues requiring attention.
15. Handle sensitive, confidential, and privileged information with discretion and professionalism at all times.
16. Prepare documents for signature, maintain signature and approval workflows, and ensure completed documents are routed, copied, filed, or distributed appropriately.
17. Process and organize executive administrative expenses, receipts, travel documentation, registrations, invoices, and related records in accordance with DRMM procedures.
18. Maintain professional relationships with internal and external contacts and represent the Office of the President/CEO with courtesy, responsiveness, sound judgment, and the highest level of professionalism.
19. Provide administrative coordination for special projects and assignments from the President/CEO, including research, information gathering, document preparation, status tracking, and communication with responsible parties.
20. Provide backup administrative assistance and coordination within the Administration office when needed, while ensuring that responsibilities supporting the President/CEO remain the position's primary focus.
21. Perform other related duties as assigned by the President/CEO.

OTHER DUTIES & RESPONSIBILITIES:

1. Performs other duties as assigned.

CORE EXPECTATIONS

- Anticipates needs rather than waiting to be directed on routine executive-support matters.
- Demonstrates exceptional follow-through; no important call, commitment, deadline, or request is allowed to fall through the cracks.
- Produces accurate, polished, professional written work with strong grammar, spelling, punctuation, formatting, and attention to detail.
- Exercises discretion and good judgment in determining priorities, handling interruptions, and communicating on behalf of the President/CEO.
- Maintains a calm, courteous, service-oriented manner in a fast-paced environment with frequent changes and competing priorities.
- Understands that responsiveness, confidentiality, organization, dependability, and professional representation of the President/CEO are essential requirements of the position.

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KNOWLEDGE, SKILLS AND ABILITIES:

1. Exceptional written and verbal communication skills, including the ability to compose professional executive correspondence.
2. Excellent calendar management, scheduling, organization, prioritization, and time-management skills.
3. Strong proofreading and editing skills with exceptional attention to accuracy and detail.
4. Ability to manage multiple priorities, interruptions, confidential matters, and time-sensitive assignments with minimal supervision.
5. Strong interpersonal skills and the ability to communicate effectively with executives, Board members, donors, government and community leaders, employees, vendors, and the public.
6. High level of discretion, integrity, maturity, diplomacy, professionalism, and sound judgment.
7. Advanced proficiency with Microsoft Outlook, Word, Excel, PowerPoint, Teams, and electronic calendar/document-management systems; ability to learn other technology used by DRMM.
8. Ability to conduct basic research, organize information, prepare reports and presentations, and maintain accurate tracking systems.
9. Ability to anticipate problems, identify solutions, and take appropriate initiative within established authority.
10. Ability to work independently while maintaining close communication with the President/CEO regarding priorities and sensitive matters.

EDUCATION AND EXPERIENCE

1. Associate degree in business administration, office administration, communications, or a related field preferred; an equivalent combination of education and relevant experience may be considered.
2. Minimum of three years of progressively responsible administrative or executive-support experience preferred, including direct support to a senior executive, organizational leader, or comparable position.
3. Demonstrated experience managing executive calendars, professional correspondence, travel arrangements, meetings, telephone communications, and confidential information.

WORKING CONDITIONS:

1. Work is primarily performed in a professional office environment.
2. Must be able to operate standard office equipment and use a computer and telephone for extended periods.
3. Must be able to occasionally lift and carry office materials or meeting supplies consistent with normal administrative duties.
4. Occasional early morning, evening, weekend, or schedule flexibility may be required to support the President/CEO's business commitments, meetings, travel, or special events.
5. Normal office environment with little discomfort due to heat, dust, noise and the like.
6. May be required to work evenings and weekends on an occasional or ongoing basis.

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CONFIDENTIALITY AND PROFESSIONAL CONDUCT

Because this position works directly with the President/CEO and may have access to confidential personnel, financial, donor, legal, strategic, Board, and organizational information, the employee is expected to maintain strict confidentiality and exercise discretion during and after employment, consistent with DRMM policies and applicable law.

DRMM MISSION AND SERVICE

The Executive Administrative Assistant is expected to support the mission, values, and professional standards of Detroit Rescue Mission Ministries and to interact respectfully with employees, residents, program participants, donors, volunteers, partners, and members of the community.

JOB DESCRIPTION DISCLAIMER

This job description describes the general nature and level of work expected of the position. It is not intended to be an exhaustive list of every duty, responsibility, or qualification. Duties may be modified or assigned based on organizational needs and at the direction of the President/CEO.

ACKNOWLEDGMENT

I acknowledge that I have received and reviewed this job description and understand the essential duties and expectations of the position.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

Employee Name: _____ Date: _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____