



PENCIL
Public Education Needs Community Involvement and Leadership

JOB DESCRIPTION

Executive Assistant

Reports to: CEO
Supervises: Volunteers, Interns
Schedule: Full-time, 40 hours per week
Wage Scale: \$45,000 - \$50,000 annual equivalent salary
FLSA Status: Exempt

PENCIL'S TEAM VALUES:

Our work is guided by the needs of Metro Nashville Public Schools, is student centric, and is achieved through partnerships and tangible engagements.

As the PENCIL team, we will:

- Be collaborative and transparent
- Act with integrity
- Demonstrate kindness and gratitude

POSITION SUMMARY:

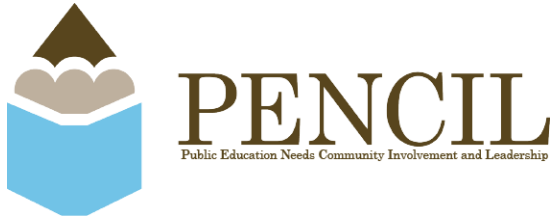
The Executive Assistant's responsibilities are both very detail-oriented and yet require a high level of customer service. Ability to quickly take direction and execute tasks independently are critical to success in this role. The responsibilities are varied and will demand the ability to manage many open items simultaneously without letting any one item stay open too long. Must ask questions when more information is needed in order to be successful. Attention to timelines is also critical.

This position is integral to the high-functioning of PENCIL's senior team and board of directors. The goal is that this team member makes the senior management team more efficient by managing their emails, calendars, board responsibilities, etc.

ESSENTIAL FUNCTIONS:

The key areas of focus for the Executive Assistant are executive support, board engagement, and human resource support. In order to be fully successful in each of these areas, the EA must develop an extensive knowledge of PENCIL programs and organization policies in order to understand key priorities. Much of the EA's work (emails, calls, etc.) will also require documentation in our CRM, Salesforce.

Linking community resources to Nashville Public Schools to help young people achieve academic success and prepare for life.



Support of Senior Management (30%)

Overall objective – maximize the time the senior team can spend on higher level activities by managing their calendars and emails

1. Calendar management for senior team - scheduling meetings, sending calendar invitations and email reminders; confirming meetings in advance
2. As requested, monitor emails, and eliminate as many distractions as possible
3. Prepare and send emails to donors on behalf of the CEO, through Outlook and mass emails through Salesforce
4. Be handed a situation that needs completion, understand the desired outcome and 'just handle it' in a professional and thoughtful way
5. Gather the facts or circumstances of a situation to enable exec team members to make quick and timely decisions

Board Member Engagement (30%)

Overall objective – assure board members have a high quality and rich experience with PENCIL

- Manage all information related to the Board of Directors; works closely with CEO and VPs to set annual meeting calendar (board and all board committees), manages all calendar invitations, assures timely preparation of all meeting agendas, handles follow-up tasks after board and committee meetings
- Facilitate board members thanking donors (corresponding with board members on details, keeping a log of thanks sent, etc.)
- Is the primary point of contact and manages all board financial investments (pledges, accounts receivable) by generating invoices and online payment tracking throughout the year, with more focus during May-August; works collaboratively with the Individual Giving Manager
- Manage the implementation of our defined board cultivation and engagement plan; reminding board leaders and staff to carry out defined activities to increase board engagement
- Communicate with board members on behalf of President and CEO as requested, obtaining personal and confidential information
- Conduct regular checks of current board members' contact information in CRM
- Serve as primary point of contact for all PENCIL board members
- Attend and take minutes of meetings as necessary, maintaining strict confidentiality of the information
- Carry out all these same responsibilities for the Alumni Board

Human Resource Support (25%)

Overall objective – assure a smooth transition for PENCIL team members as well as a meaningful evaluation and support process



PENCIL

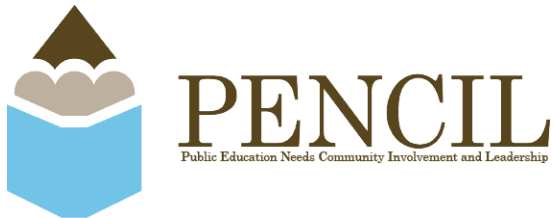
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- Maintain personnel file documentation and current job descriptions for all paid positions; job descriptions for all key volunteer board leadership positions
- Schedule timely performance evaluations and follow-up conversations
- Educate paid staff on all benefits; providing reminders of available resources; managing enrollments, changes, and terminations of benefits
- Guide enhancements to staff satisfaction such as planning monthly staff meetings, facilitating staff gatherings, holiday events, competitions, satisfaction surveys, all staff trainings
- Guide the implementation of any staff-wide trainings or professional development projects such as Diversity, Equity, and Inclusion work
- Facilitate the hiring process - posting open positions, resume collection, candidate communications, scheduling interviews, on-boarding process

Program and General Support (15%)

Overall objective – maximize the productivity of the program team and serve as a central point of contact for all PENCIL staff

- Support the VP of Partnership and Programs on tasks related to effective management of internal team meetings
- Assist with Partner intake and onboard meeting preparation
- Assure all program documentation is updated and available at all times
- Facilitation of details related to PENCIL's consulting work - contract management, initiating invoices, scheduling conference calls, managing travel logistics (flights, car rentals, hotels, expense reports), preparing all needed documents and technological support per client contract.
- Monitor MNPS School Board meetings (assure a staff member attends each meeting, send agenda to CEO to review in advance of each meeting)
- Handle all administrative details to support programs or processes under the direction of the CEO. Includes handling requests for information, sending out routine letters and inquiries, answering questions, following up on problems or needed changes.
- Prepare and submit expense reports for executive team; review and approve all expense reports for Chief Executive Officer (CEO) and any direct reports.
- Screening phone calls and assisting outside callers in reaching the right person in the Company.
- Maintains schedule of use of conference rooms.
- Sorts and distributes mail and other deliveries. Prepares outgoing mail as needed.
- Orders supplies as requested and assures appropriate levels of core supplies are always available.
- Flexible in supporting any office projects needing extra attention due to specific deadlines.
- Assists other administrative support staff in projects and cross-coverage if needed.
- Document management – edits and organizes PENCIL procedures for all aspects of the business
- Performs other functions as assigned



QUALIFICATIONS:

- **EDUCATION** – Bachelor’s Degree is preferred; Associate’s Degree at a minimum.
- **CRITICAL BEHAVIORS** –
 - Extreme attention to detail
 - Ability to communicate (write, speak) in the voice of the CEO and the other VPs
 - Regularly making decisions that keep PENCIL’s brand image strong
 - Thinking beyond the task at hand to the impact the result of the task will have
 - Draw conclusions and make suggestions for action
 - Self-starter with minimal supervision that can get things done
 - Unquestionable confidentiality and integrity
 - Strong interpersonal and written communication skills
 - Adept at anticipating the needs of “C” level executives
 - Strong planning and execution skills. Ability to change direction quickly if situations change.
 - Ability to absorb constructive criticism well
 - Proactively ask questions when a task/project is unclear
- **SKILLS** –
 - Success with mastering technology and using it to gain efficiencies (i.e. implementing an on-line calendar scheduling tool rather than using emails to schedule meetings)
 - Excellent customer service skills and relationship management skills
 - Ability to prioritize multiple tasks and hit deadlines
 - Able to work independently and proactively without daily instruction is critical, but must display teamwork and conflict resolution skills
 - Organized and able to keep accurate and detailed documentation
 - Excellent written and oral communication skills
- **EXPERIENCE** – 2 + years of experience in a similar role providing high-level assistance to an executive team
- **CONFIDENTIALITY** – ability to manage sensitive information in a professional and confidential manner as outlined in PENCIL’s Confidentiality Policy

ENVIRONMENTAL CONDITIONS & PHYSICAL DEMANDS:

- Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature.
- Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee is required to stand, walk, climb, and balance.



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WORK SCHEDULE & HOURS:

This position will regularly be scheduled to work 40 hours each week, typically Monday – Friday between 8 a.m. – 5 p.m., with occasional evening and weekend hours for special events. This position is eligible for full benefits.

DISCLAIMERS:

This job profile is not intended to be all inclusive of tasks required, it is to provide a general description of essential job responsibilities.

PENCIL is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.

Employee Signature

Date

Last Revised: