



Each Child. Every Community. Ready for School and Life

Job Description
Wake County Smart Start

Job Title:	Executive Assistant	Reports To:	Executive Director
Classification:	Exempt	Department:	Administration
Effective Date:	May 5, 2025	Salary Grade:	7
Approved By:	<div><div>DocuSigned by:</div><div><i>Gayle E. Headen</i></div><div>5BF50AE6E1714A6...</div></div>	Job Family:	Administrative & Clerical
Date:	5/5/2025 4:26 PM EDT		

Position Summary

The Executive Assistant to the Executive Director (ED) is responsible for providing comprehensive support to the ED, Board of Directors, and Leadership Team and supporting the organization’s front desk operations. The Executive Assistant serves as the primary point of contact for the Executive Director and serves as a liaison with the Board of Directors. The Executive Assistant must be creative and enjoy working within an environment that is mission-driven, results-driven, and community-centered. This dynamic position requires the ability to anticipate needs, think critically, communicate well, and offer solutions to problems with an elevated level of professionalism and confidentiality.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provide sophisticated calendar management for ED. Prioritize inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- Act as a liaison and provide support to the Board of Directors. Arrange and handle all logistics for Board meetings and events: schedule meetings; draft agendas; develop, edit, compile, and distribute presentation materials; and record meeting minutes on behalf of Board Secretary. Be knowledgeable and adhere to compliance with applicable rules and regulations set in bylaws regarding Board matters.
- Complete a broad variety of administrative tasks that facilitate the ED’s ability to effectively lead the organization, including: assisting with special projects; designing and producing complex documents, reports, and presentations; collecting and preparing information for meetings with staff and external stakeholders; composing and preparing correspondence and acknowledgement letters; maintaining contact lists; making travel arrangements; and completing expense and mileage reports.
- Serve as the primary point of contact for internal and external constituencies on all matters pertaining to the ED, including those of a highly confidential or critical nature. Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect ED’s style and organization policy.
- Prioritize conflicting needs, handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.

- Work closely with the ED to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer," having a sense for the issues taking place in the environment and keeping the ED updated. Anticipate ED's needs in advance of meetings, conferences, etc.
- Coordinate all Leadership Team meetings and retreats and assist with staff meetings and events as needed.
- Provide "gatekeeper" and "gateway" role, providing a bridge for smooth communication between the ED and staff, demonstrating leadership to maintain credibility, trust, and support with the Leadership Team. Complete projects by assigning work to appropriate staff, including the Leadership Team, on behalf of the ED.
- Work with the Leadership Team to coordinate the ED's outreach activities. Follow up on contacts made by the ED to cultivate ongoing relationships.
- Support Wake County Smart Start community relations and development (CRD) through professional interactions with the public, elected officials, board members, donors, and other stakeholders and support of CRD meetings, activities, and events.
- Provide event management support as requested.
- Provide hospitality to all guests and help to create a welcoming environment.
- Answer main phone line as part of the Admin. Team, providing front desk coverage as scheduled, attending team meetings, and responding to inquiries.
- Invest in building long-lasting relationships both externally and internally.
- Manage donations received by mail and their reconciliation.
- Coordinate orientations and other special meetings of the Board or committees as directed.
- Responsible for Wake County Smart Start order of office supplies.
- Develop, update and maintain administrative office procedures for area of responsibility.
- Promote the Wake County Smart Start programs and mission and represent Wake County Smart Start in the community.
- Serve as the Executive Director's designee when the Executive Director is unavailable.
- Other projects/duties as assigned for the overall benefit of the organization.

Supervisory Responsibilities: None.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong ability to execute work with a diversity, systems access, and inclusion lens.
- Significant executive support experience, including supporting C-level executives. Nonprofit board experience is highly preferred.
- Expert proficiency with Microsoft Office and desktop publishing software; ability to design and edit graphic presentations and materials.
- Excellent verbal and written communication skills.
- Exceptional organizational skills, commitment to accuracy, and impeccable attention to detail.
- High degree of professionalism in dealing with diverse groups of people, including Board members, senior leadership, staff, parents, community members and leaders, donors, and funded partners.
- Make appropriate, informed decisions regarding priorities and available time.
- Take initiative and a demonstrated ability to work independently on projects, from conception to completion.
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Ability to access a wide range of sources and networks for information
- Emotional maturity and excellent judgment are essential.

- Forward looking thinker who actively seeks opportunities and proposes solutions.
- Adapt to shifting priorities and ability to switch gears at a moment's notice.

Education and/or Experience: Bachelor's Degree in related field, and three (3) years progressive related experience and/or training in a professional work environment, or equivalent combination of education and experience.

Knowledge and Abilities:

- Organizational management and planning skills
- Experience with office, audio-visual and computer equipment
- Detail orientated
- Ability to handle multiple tasks and meet deadlines
- Ability to solve problems within framework of WCSS policies and procedures

Computer Skills: PC, excellent word processing, spreadsheet, graphics and presentation software skills. Ability to use e-mail and internet/intranet applications.

Language and Communication Skills: Must have excellent written and verbal communication skills.

Certifications, Licenses: Valid driver's license

Safety, Security and Confidentiality: This position requires keeping complete confidentiality of any information regarding a minor and/or family and protecting the confidentiality of all childcare facility files and records. Protect and maintain the confidentiality of all Wake County Smart Start information that is available to leadership and supervisory staff members.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, speak and hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Thrive in a collaborative, community centered, mission driven environment.
- Ability to work well within a cross-functional team environment and diverse communities.
- Hybrid work schedule with weekly in-office responsibilities and occasional evening and weekend activities.

This position will operate in a hybrid work structure (office-based and work at home). An individual in this position will be exposed to conditions typical of an office environment but will also need to be able to work independently and maintain work priorities in an appropriate home office-based setting.