

**POSITION:** SENIOR SUPPORT SPECIALIST

**SUPERVISOR:** CHIEF EXECUTIVE OFFICER

**SUPERVISES:** NONE

**FLSA:** EXEMPT

**DATE:** 5/2022

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**POSITION SUMMARY:**

The Senior Support Specialist is a highly visible position at Families Forward Virginia and an integral part of the team, supporting the Chief Executive Officer, Board of Directors, Leadership Team and Program Directors. With a blend of autonomy and interconnectedness, the Senior Support Specialist serves on the Leadership team and maintains the organization's high professional standards and attention to detail in all aspects of the role in support of our culture and mission

**RESPONSIBILITIES:**

***Administration and Office Management:***

Provides executive support to the CEO, assisting with scheduling, travel arrangements, and preparation of correspondence, reports and proposals.

- Manages the CEO's calendar, including making appointments and prioritizing the most sensitive matters
- Provides administrative assistance, including writing and editing emails, drafting memos, and preparing communications on the CEO's behalf; composes, edits, designs and formats documents.
- Assists CEO with preparation of expense reports and managing receipts.
- Performs requested research using internet and other sources.

Provides support for Leadership Team meetings including scheduling, agenda preparation, sending reminders, preparing notes and/or arranging catering.

Assists the Leadership Team members with other scheduling/meeting needs; works with the Administrative Specialist to support other teams as needed.

Answers phone calls in a polite and professional manner.

Welcomes visitors and identifies the purpose of their visit before directing them to the appropriate staff member

Interfaces with building agent and maintenance staff on office space issues; coordinates equipment maintenance.

***Support for Board of Directors:***

Establishes excellent working relationships with the Board Chair and members of the Board of Directors through verbal, written and electronic correspondence.

Coordinates meeting logistics:

- Coordinates calendars and scheduling; arranges for meeting space, refreshments and/or lunch.

- Prepares and distributes meeting notifications, correspondence, agendas and materials, as well as any subsequent updates or changes.
- Assists with document preparation and material distribution.

Attends meetings of the full Board of Directors, Executive Committee and Governance Committee, taking notes and preparing minutes.

Maintains contact information/list and official board records.

***Finance and Human Resources:***

Records and deposits funds received.

Assists Development Counsel with donor recordkeeping.

Assists staff with preparation of contracts, tracking and execution of contracts.

Coordinates completion and submission of background check forms.

Participates in New Employee Orientation and Onboarding process; orients new staff to office procedures.

Prepares purchase orders.

***Other duties as assigned***

**VALUES-BASED SUCCESS CRITERIA:**

Possess a problem solving approach to organizational challenges and help maintain an environment supportive of the same.

Serve as an open and available resource to colleagues across the organization and align with Families Forward’s culture of proactive management.

Embrace an “all hands on deck” work environment where everyone is vital to its success and there is a sense of both individual ownership and shared purpose.

Adopt a proactive approach to setting and maintaining an organizational culture that is positive, professional, respectful, inclusive, energetic and constructive.

Take calculated risks to improve performance, experiments with new ideas, methodologies, and procedures.

Build and maintain strong relationships with a wide array of allies and partners

**REQUIRED EXPERIENCE AND EDUCATION:**

Any combination of education and experience equivalent to an associate degree, and 5-7 years administrative experience.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Demonstrated dependability, cooperation, initiative and judgment skills.

Demonstrated sound critical-thinking skills and ability to apply them in a variety of functions and environments.

Demonstrated attention to detail with unwavering commitment to quality and accuracy.

General knowledge of operation of a computer with word processing and database experience; ability to type accurately and at a reasonable rate of speed.

Ability to take notes and prepare minutes and summaries.

Ability to embrace new technology and platforms to ensure efficiency and excellence in all work processes and deliverables.

Excellent interpersonal skills;

- Ability to establish and maintain effective working relationships with other employees and the general public.
- Ability to interact with persons of diverse socioeconomic status, ethnic/racial backgrounds, sexual orientation, and gender expression.
- Ability to provide professional communication in all environments

Ability to shift and change activities in response to changing organizational priorities.

Thorough knowledge of standard office practices, procedures, equipment and clerical techniques.

#### **LICENSURES, CERTIFICATIONS AND ENDORSEMENTS:**

Possession of a valid driver's license. Occasional travel may be required – some overnight.

#### **AN EQUAL OPPORTUNITY EMPLOYER:**

It is Families Forward's policy to provide an equal employment opportunity for all applicants regardless of race, color, religion, age, sex (including pregnancy, gender identity and sexual orientation), national origin, disability or genetic information, veteran status, or any other protected characteristic as established by law. Families Forward hires only U.S. citizens and non-citizens who are legally authorized to work in the United States.