

Job Description

Title: Strategic Assistant to the CEO

JOB SUMMARY

The Strategic Assistant to the CEO serves as a coordinator of executive-level decision-making, ensuring that the CEO's Office and the Board of Directors have the necessary resources and information to meet strategic objectives. The Strategic Assistant to the CEO is responsible for providing comprehensive support to the CEO, Board of Directors, and Executive Team. This dynamic position drives communication, collaboration, and alignment across the organization to streamline high-importance projects. The Strategic Assistant to the CEO must be solution-focused, innovative, and attentive to detail.

ESSENTIAL DUTIES AND RESPONSIBILITIES

SUPPORT CEO

- Complete a broad variety of tasks that facilitate the CEO's ability to effectively lead the organization, including: assisting with special projects; producing complex documents, reports, and presentations; collecting and preparing information for meetings and creating supplemental materials as needed; composing and preparing correspondence; and maintaining contact lists.
- Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's style and organization policy.
- Serve as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO, including those of a highly confidential or critical nature.
- Work with the Executive Team to coordinate the CEO's outreach activities. Follow up on contacts made by the CEO to cultivate ongoing relationships.
- Provide sophisticated calendar management for CEO. Prioritize inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- Provide a bridge for smooth communication between the CEO and staff, demonstrating leadership to maintain credibility, trust, and support.

BOARD SUPPORT AND LIAISON

- Serve as the CEO's liaison to the Board of Directors. Actively coordinate communication. Work closely with Board Chair, Committee Chairs and CEO to facilitate projects and track deliverables.
- Arrange and handle all logistics for Board and Board Committee meetings and events: schedule meetings; draft agendas; develop, compile, and distribute presentation materials; and record meeting minutes on behalf of Board Secretary.
- Adhere to compliance with applicable rules and regulations set in by-laws regarding Board matters.
- Serve as agency subject matter expert on By-Laws and Board business.
- Maintain Board Resolutions and relevant Board Business files in compliance with record retention policies.
- Manage Board portal for information sharing; communicate regularly with Board members and

provide support as needed/requested. Anticipate needs of Board members and committees.

PROJECT MANAGEMENT

- Drive planning processes and execution of top priority projects agreed upon by the CEO and the executive team. Create structure and focus for broad, ambiguous ideas that the executive team is exploring and bring forth recommendations for action in a timely manner.
- Convey priorities, coordinate work and ensure issues are resolved or escalated to ensure project deliverables and timelines are met.
- Lead and complete special projects and assignments by establishing objectives, determining priorities, facilitating the engagement and collaboration with others, monitoring progress, and making adjustments to plans as needed.
- Provide ad-hoc support on projects small to large (e.g. research, modeling, internal initiatives, expansion efforts, partnerships, etc.)
- Conduct research on best practice and conduct benchmarking for continual improvement of agency systems/ architecture; identify current needs and evaluate potential solutions; develop proposals for CEO review.
- Track service provision metrics and develop narrative descriptions, fact-sheets, reports, or summaries to assist in executive decision making.

OTHER DUTIES AS ASSIGNED

- Serve on the Agency Leadership Team to inform on agency policy, strategic decisions, and implementation.
- Invest in building long-lasting relationships both externally and internally.
- Champion Willow's values and culture.
- Represent Willow at community meetings, special events, or with other partners as requested.
- Maintain confidentiality and completes all job functions ethically and in a culturally competent manner.
- Pursue professional development opportunities and participate in relevant Willow trainings.
- Any other duties as may be assigned.

EDUCATION AND EXPERIENCE

- Bachelor's degree in a relevant field required.
- Minimum five years of experience in project management, executive support, or similar role.

QUALIFICATIONS

- Strong organizational and time management skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Strong interpersonal skills and the ability to build relationships with stakeholders, including staff, Board members, partners, and donors.
- Demonstrated proactive approaches to problem-solving with strong decision-making skills.
- Demonstrated commitment to equity and inclusion.
- Proficiency in Microsoft Office, Teams, Zoom, and Blackbaud/RE database.

- Proven ability to handle confidential information with discretion.
- Must possess a current NYS driver's license that is not in jeopardy of being revoked, and have a reliable vehicle.
- Must be able to work occasional evenings and weekends when necessary.
- Notary Public License preferred; if not currently licensed, must be able to pass the notary exam within the first six months of employment.

ADDITIONAL INFORMATION

- Department: Executive
- Location: Strong Todd Building
- Reports to: President/CEO
- Hours/Status: Exempt
- Salary Range: \$62,000 - \$68,000