



Job description for the position of  
**EXECUTIVE ASSISTANT**



## POSITION SUMMARY

The Executive Assistant (EA) is a trusted self-starter, customer-centric, and professional team contributor who is responsible to work in partnership with the CEO to carry out the mission and strategic advancement of Newhouse. Successful candidates will possess the ability to convert words/vision into action and be an advancer of tasks and projects. The EA will be involved in confidential and high impact projects that require an acute attention to detail, the ability to multi-task, clear and concise written/verbal communication, proactive thinking and execution, and a consistent demonstration of a high level of trust.

The Executive Assistant will report to and work closely with the CEO, while also partnering with development and direct services staff to ensure projects are completed, deadlines are met, and that excellence is delivered in all we do at Newhouse.

All Newhouse team members must be able to adapt to a continually evolving environment and thrive in an autonomous and deadline-oriented workplace.

## PRINCIPAL ACCOUNTABILITIES

- Completes high-impact projects and special assignments by establishing objectives, determining priorities, managing time wisely, gaining the cooperation of others, problem solving, and adjusting as needed to meet goals. Projects will span across business functions including direct service, development, volunteers, community outreach, etc.
- Coordinates, monitors and manages the CEO's schedule to ensure time is allocated to the highest priorities, there is proper balance in work time/meeting time and that goals are met in a timely fashion. Regular interaction with internal and external contacts is required.
- Provides a bridge of smooth communication between internal/external parties and the CEO's office to ensure timely responses. Follows-up on contacts made by the CEO to support the cultivation of those relationships. May draft correspondence on behalf of the CEO and/or edit materials that are time sensitive or confidential.
- Ensures items are effectively delegated, reprioritized, or addressed to navigate conflicting scheduling demands and time pressure.
- Takes and distributes meeting minutes. Tracks timeline of completion for all action items assigned and follows up with staff to ensure completion of assigned tasks.
- Manages the scheduling and preparation of materials for staff, board, leadership team, committee, and other meetings including tracking the timeline of completion for all action items. Follows up with staff/board/participants to ensure the completion of assigned tasks.
- Conducts market/community/industry research to help advance the organization's market position. May establish or coordinate relationships with businesses or community program partners to help

grow the business, elevate awareness to Newhouse, and expand the CEO’s engagement in community and speaking engagements.

- Acts as the custodian for corporate documents, board information, and legal records. Ensures compliance with bylaws.
- Maintains agency dashboard that tracks key performance indicators across departments.
- May support the onboarding of new employees and serve as a liaison with our outsourced HR Company.
- Compiles and submits expense reports.
- May attend events, meetings, or conduct tours on behalf of the CEO when the CEO is unable to attend.
- Shares creative ideas to enhance and grow service delivery, business opportunities, and team culture.

## EXPERIENCE, ABILITIES + QUALIFICATIONS

- Comfortable in a high performing, fast-paced and quickly growing organization; demonstrated ability to achieve high performance goals, meet deadlines and adapt to changing circumstances.
- Dedicated to the details and masterful at multi-tasking. Ability to organize and prioritize tasks in order to meet deadlines.
- Proven ability to use outstanding interpersonal, political navigation, and communication skills to build strong relationships and negotiate challenging situations. Excellent written and verbal communication skills. Effective at getting people on the same page.
- Maintains professional and respectful dialogue both verbally and in writing with internal and external parties.
- Proven history of self-directed work to improve processes and procedures and excellent understanding of business processes and operations.
- Must possess executive maturity, sound judgment and a professional appearance.
- Strong strategic and analytical skills.
- Integrity, honesty and high ethical standards.
- Keen interpersonal skills, being sensitive to our Trauma Informed Care and Inclusive Culture of Belonging models.
- Alignment and adherence to the Newhouse mission, vision, and principles.

## KEY SUCCESS MEASURES

<p><b>Flexibility + Adaptability</b></p>	<p>Open to new ideas, processes, and ways to get work accomplished. Demonstrates resourcefulness to solve problems and meet goals. Can effectively respond and adapt to new people, responsibilities, and environments. Professionally navigates unanticipated obstacles. Works effectively under pressure and casts a calming influence on others.</p>
<p><b>Culture of Teamwork + Collaboration</b></p>	<p>Leverages the diverse voices, skills and experiences of the team to advance the mission. Promotes an exchange of ideas. Motivates and unites team members through positive encouragement and honest feedback. Works cooperatively with others even when varying opinions are present. Trusted to take problems to the source and not participate in gossip or divisive behaviors. Offers assistance to colleagues when help is needed and asks for help when needed.</p>

<b>Communication</b>	Expresses views both verbally and in writing that are clear and concise. Uses the appropriate medium to share information and understands proper email etiquette. Maintains a high degree of self-awareness around tone and body language. Actively listens, doesn't interrupt, and practices empathy. Exudes confidence in a friendly and approachable manner. Is succinct in communications, recognizing time is a valuable resource for all.
<b>Boundaries + Self Care</b>	Exhibits a survivor-centric approach to our mission, while maintaining appropriate boundaries with residents, staff, volunteers, and community partners. Actively practices self-care by preserving work/life boundaries and seeks assistance/support when feeling overwhelmed.
<b>Inclusive Culture of Belonging</b>	Models "being you is your superpower." Values and respects those we serve and each other. Creates space to address and celebrate our shared humanity and builds a bridge to a greater level of empathy. Sees other's unique contributions, connects with coworkers, residents and volunteers. Supports others in their daily work and advancement and shows pride in the organization's values and purpose.
<b>Commitment to Excellence + Integrity</b>	Demonstrates an ambitious commitment to accuracy, thoroughness, and leveraging of best practices. Holds self and others accountable to commitments and goals. Takes responsibility and generates trust. Acts with honesty and owns mistakes. Documents work as needed and in a timely fashion. Strives to learn and apply new things to advance our work. Actively seeks opportunities to improve self. Willingly shares competencies with others.
<b>Decision Making + Problem Solving</b>	Resourceful, evaluates options, is able to anticipate next steps, and knows when to be independently versus collaboratively decisive. Does not get stuck in analysis paralysis and seeks support from team members when needed. Diligently thinks through problems and takes into consideration the potential positive and/or negative impacts to our residents, team, reputation, financial resources, and commitment to excellence when making decisions.
<b>Creativity + Innovation</b>	Understands innovation is the cornerstone to growth and longevity. Breaks the mold of the status quo with outside the box thinking to improve processes and service delivery. Is not afraid to take calculated risks and learn from mistakes. Balances creative thinking with practical application, modeling Newhouse's goal to be an industry Trailblazer.
<b>Relationship Management</b>	Uses appropriate interpersonal styles and communication methods to work effectively with co-workers, residents, community partners, and volunteers. Builds networks and alliances to obtain cooperation. Understands the environment at Newhouse is one of healing and recovery. Practices trauma informed care in all areas of work.
<b>Confidentiality</b>	Properly maintains the privacy of our location and all clients' personal information. Readily adapts to new procedures to ensure confidentiality is maintained.

## WORK CONDITIONS

Work conditions are typical of those in an office setting. There may be extending periods of sitting, standing, walking up and down stairs and/or traveling on the elevator. Staff may be subject to noises such as others speaking or children playing, given the shelter's communal living structure. There are times the shelter must go into privacy mode for the privacy or safety of staff/residents. The intercom system is used to communicate these needs.

## EDUCATIONAL REQUIREMENTS

Bachelor's Degree Required. Minimum of two years relevant experience in a supporting role.

Work schedule is typically M-F. Work schedule and hours may vary; evenings and weekends may be required for special projects. Newhouse provides a flexible and virtual work environment to the extent that it does not interfere with meeting the needs of our clients and residents.

## AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

## EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment of belonging that gives voice to, supports, inspires and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

## TO APPLY

Send your resume and cover letter to [courtney@newhousekc.org](mailto:courtney@newhousekc.org)

**Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.**

I have read and understood the duties and expectations as described in this position description.

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Employee Name

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Date