

## Job Description

**JOB TITLE:** Executive Administrative Assistant

**DEPARTMENT:** General Administration

**REPORTS TO:** Commissioner

**FLSA STATUS:** Exempt

**SUPERVISORY RESPONSIBILITY:** This position supervises the Receptionist/Office Assistant position(s). The number of reception positions may vary.

### POSITION SUMMARY:

This position provides operational and administrative support to the NCHSAA Commissioner while directing and managing general NCHSAA office operations and procedures to ensure organizational effectiveness and efficiency. This position communicates on behalf of the Commissioner with members of the Board of Directors and various stakeholders including, but not limited to: outside educational and government agencies, sports organizations, university staff and facility personnel, high school administrators, and award recipients.

### ESSENTIAL FUNCTIONS:

#### *General*

- Supports the Commissioner in various daily operational and administrative functions.
- Coordinates staff office calendar, conference room calendar, and helps maintain Commissioner's calendar.
- Keeps the Commissioner advised of time-sensitive and priority issues, ensuring appropriate follow-up.
- Assists staff with mailings, shipping, greeting cards (i.e. sympathy, birthday, thank you, etc.) as needed.
- Administers and manages annual Athletic Pass and Lifetime Pass distribution.
- Coordinates travel arrangements for the Commissioner as well as other staff, as appropriate.
- Coordinates staff outings and events (i.e. annual staff Kick-Off, staff luncheons, community service endeavors, Christmas luncheon, Strategic Planning, etc.) with the Commissioner.
- Coordinates orders for apparel and other NCHSAA items for staff.

#### *Communications, records, and computer use*

- Answers the telephone professionally and directs calls to the appropriate staff member.
- Handles phone call follow-ups as directed by the Commissioner.
- Coordinates and prepares written communications to membership, related educational entities, and others as necessary and requested by Commissioner.
  - Develops correspondence including, but not limited to, event wrap-up letters, office memos, and other miscellaneous responses to in-coming requests including public records requests.
- Coordinates and maintains data-base and records for various outside contacts including but not limited to: service vendors and hoteliers, other state association leadership, NFHS staff, legislative members, current and past Board of Directors, and other committee members.
- Maintains records of legal correspondence and appeals for Commissioner.

#### *Meetings*

- Coordinates the scheduling of NCHSAA meeting rooms with staff members and assists with meeting logistics such as catering, parking, and staffing needs.
- Creates the monthly staff meeting agenda in conjunction with the Commissioner and runs the staff meetings.

- Plans and coordinates Association meetings including but not limited to: Board of Directors (2 semi-annual meetings), NCHSAA Nominating Committee (1 annual meeting), Realignment Committee (numerous meetings during year of realignment), statewide Regional Meetings (8 per year).
  - Responsibilities include coordinating staffing and equipment needs, working with event chairs (as appropriate), securing meeting sites, procuring catering details and selecting menus/food choices, coordinating attendees' hotel accommodations, scheduling event entertainment, ordering Board and committee gifts for meetings, coordinating group transportation, and maintenance of expense reimbursement and meeting attendance records. This position helps prepare and compile meeting materials (i.e. schedules, agendas, committee attachments) for electronic and in-person use and coordinates meeting space set-up and break-down.
  - Prepares New Board Member Orientation materials and conducts orientation session with the Commissioner.
  - Updates Board of Directors and committee lists contact information following turnover, vacancies, or changes in Board members.
  - Communicates with Board and committee members regarding meeting times, sites, access to materials, and lodging, if appropriate.

#### *Office Management*

- Supervises receptionist/office assistant position(s) relative to greeting and directing office visitors, answering main office telephone system, responding to direct requests for information and/or forwarding messages to appropriate staff.
  - Provides leadership, support, and offers on-going training and professional development.
  - Coordinates with human resources liaison during the hiring process, conducts on-going performance management and evaluations, suggests salary recommendations, reviews job description, and ensures that Association and Employee Handbook policies and procedures are followed, consulting with human resources liaison, as appropriate.
  - Absent a receptionist, fulfills responsibility of answering and directing incoming calls and greeting guests to the building.
- Coordinates the maintenance and upkeep of office machines/equipment and the office building.
- Coordinates the maintenance of various office services including but not limited to: postage machine, copiers, alarm and security system, landscaping, building repairs, phone system, vehicle maintenance, janitorial services.
- Orders all office supplies, maintains inventory, and works with staff to proactively assess office supply needs, especially during crunch times (i.e. championships, meetings, special events).
- Coordinates and provides office orientation and training relative to office operations, practices, and procedures for new staff members, in conjunction with their respective supervisors.

#### *Special Events*

- Assists staff with organizing, planning, and implementing various special events, as requested.

#### *Championship and State Tournaments*

- Assists staff with various tasks related to post-season playoff events, as requested.

#### **OTHER FUNCTIONS:**

- Other duties as the Commissioner deems necessary.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**EQUIPMENT USED:**

- Desktop or laptop computer, printers,
- Desk and/or cell phone
- Copier, postage machine, calculator, laminator

**WORKING CONDITIONS:**

- Primary responsibilities performed indoors, in an office setting. Special events and championships may require outdoor and out-of-office responsibilities.
- Periodic evening and/or weekend work may be essential in carrying out various responsibilities.

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Ability to lift a minimum of 20lbs.
- Daily desk work, including use of a computer and telephone.
- Capacity to make independent decisions and use critical thinking skills.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- High School degree and a minimum of 10 years of demonstrated administrative experience in a related field or a Bachelor's degree and a minimum of 5 years of demonstrated administrative experience in a related field.
- Experience working in a school setting is preferred and experience working with high school sports is not necessary but helpful.
- Notary certification (or willingness to achieve certification within six (6) months on the job).
- Valid driver's license required.

**KEY COMPETENCIES**

- Exceptional communication skills (writing, editing, proofreading; listening, speaking)
- Proficient use of computer hardware and software.
- Ability to prioritize tasks and juggles multiple projects while meeting established deadline(s).
- Capacity to exercise sound judgment and decision-making skills.
- Understanding of and respect for organizational policies and procedures.
- Ability to demonstrate trustworthiness, confidentiality, and loyalty to the organization and management.
- Independent problem solving through situational analysis; development of appropriate solutions and/or outcomes.
- Knowledge of event management techniques.
- Effectively works as a member of a team towards a common mission and goal.
- Friendly demeanor and strong desire to cultivate a positive, inclusive, and effective work environment.
- Exercises a resourceful, can-do attitude.
- Capacity to take initiative and maintain a high level of productivity while avoiding unnecessary distraction.
- Genuine enthusiasm for professional growth opportunities and the desire to belong on an effective state association team.