

Job Description	
EXECUTIVE ASSISTANT TO EXECUTIVE DIRECTOR / OPERATIONS LEAD	
Reports To: Executive Director	FLSA Status: Non-Exempt
Position Status: Regular, Full-Time	Revision Date: June 2024

Summary

The Executive Assistant/Operations Lead is responsible for supporting the Executive Director and for the administration and coordination of the day-to-day business and operational functions of Big Sky Economic Development. This position provides administrative and operational support as assigned and helps with special projects.

Essential Duties and Responsibilities

To perform the job successfully, an individual must be able to function at a high level and perform each essential duty independently and accurately. Duties are performed under the direction of the Operations Director and are a representation of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Executive Director Support:

1. Manage the Executive Director's calendar, including making appointments and prioritizing the most sensitive matters; maintain filing and office organization for Executive Director.
2. Coordinate all travel arrangements and special event registration.
3. Supports the Executive Director's Communication initiatives by drafting letters, emails, memos, invoices, reports, agendas and other documents, including but not limited to:
 - Monthly ED report development
 - Stakeholder communications (I.E., Strategy Partners)
 - Public Speaking and preparation in coordination with the Senior Director of Engagement
 - Check-Ins and Communication with BSED team(s)
 - Outside Communications—MEDA, RVU, etc.
 - Email management
4. Plan, coordinate, organize, and help at various company meetings, events, and celebrations.
5. Provide ongoing Leadership Team support and coordination; support the Strategic Planning Process and related initiatives.
6. Additional duties as assigned.

Operations Leadership:

1. Independently and successfully manage timelines, project outcomes, and assigned tasks.
2. Manage BSED floor conference/huddle rooms.
3. Manage all BSED team and guest use requests, reservations, and experiences for the Zoot Training & Event Space
4. Manage the budget for office supplies, office equipment and office equipment maintenance, and associated service contracts for rugs, water, recycling, and shredding.
5. Assure availability and proper functioning of office supplies and equipment needs.

6. Provide reception and general office support for the BSED floor and serves as the back-up to the Rock31 Community Manager on an as-needed basis.
7. Assist in file management and scheduling as needed.
8. Manage and coordinate facility operations, maintenance, or repairs.
9. Manage all building related contracts, including but not limited to the HVAC system and security system, including the negotiation of such facility/operations contracts
10. Effectively address all technology and troubleshooting needs to support the smooth operations of the daily operations of the BSED team
11. Other duties as assigned.

Human Resources:

1. Manage Human Resources contract with Associated Employers
2. Maintain and update internal HR records and personnel files.
3. Facilitate onboarding and orientation of BSED employees.
4. Coordinate employee performance evaluation process with Senior Directors
5. Administer benefit plan and related compliance reporting
6. Initiate evaluation and consideration of personal policies and procedures, with the Executive Director

Board Meeting Support:

1. Support the Executive Director in preparing packets for Board Meetings by coordinating deadlines, gathering and proofing documents, scanning, and printing copies.
2. Maintain timely communication with the Board of Directors by email and phone including providing adequate notice and reminders for the monthly Board Meetings.
3. Post public notices, agendas, and minutes to the BSED website in a timely fashion, with accurate information and on deadline.
4. Attend board meetings, assist with coordination, set up and take down, track attendance and quorum requirements, record and transcribe minutes.
5. Maintain all Board of Director records including electronic meeting minute files, board directories, board attendance spreadsheet and board term tracking spreadsheet.
6. Coordinate, prepare materials, and schedule board member orientation and board special events.
7. Additional duties as assigned.

Financial Support:

1. Support the Senior Financial Officer in monthly bank reconciliation review
2. Supervise the Operations Support Specialist's collection and review of monthly credit card statements to ensure proper authorization, accuracy, and appropriate receipt collections to ensure packets are provided to the Senior Financial Officer for payment by the assigned deadline.
3. Management of time-sheet system in collaboration with Senior Financial Officer for payroll administration
4. Additional duties as assigned.

Supervisory Duties:

1. Responsible for the overall direction, coordination, and training of the Operations Support Specialist.
2. Coordinate the work of the Operations Support Specialist to meet the needs of the organization.

Required Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skill, and/or abilities required.

- Composure – ability to maintain a rational and calm demeanor when faced with stressful situations and handles pressure and/or stress effectively without becoming defensive or irritated.
- Interpersonal Relations - ability to deliver exceptional customer service by exceeding the expectations of members, stakeholders, and colleagues with every encounter.
- Communication Skills— Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, proper grammar, and professional etiquette.
- Personal Effectiveness/Time Management - ability to strategically utilize time and resources to manage priorities, timelines, deadlines, and details under pressure, with accuracy, and to a high level of proficiency.
- Technical Capability –strong proficiency in fundamental office and computer equipment, as well as software programs such as Microsoft Office Suite, CRM platforms, and cloud-based software applications; Must have a strong proficiency with troubleshooting IT, video conferencing, and AV systems
- Teamwork Oriented – ability to effectively align within a collaborative effort to achieve common goals and outcomes.
- Adaptability – ability to modify actions, direction, or approach to changing situations and expectations in a respectful and professional manner.
- Project/Process Management – Strong ability to handle multiple tasks at a time and under pressure in order to meet deadlines and work demand. Ability to solve problems that arise throughout the process. Ability to deliver a finalized, completed result.
- Detail Orientated – Strong ability to achieve thoroughness and accuracy when accomplishing a task through concern for all the areas while ensuring small details are not overlooked. Uses checklists, schedules, calendars, etc. to ensure no details are missed.

Minimum Qualifications

1. 2-3 years experience in an administrative or clerical role performing high level office management functions
2. 1-3 years experience with taking minutes and preparing content for a professional board of directors
3. 1-3 years experience managing executive schedules and providing executive support.

