



ECHO Job Description

Job Title:	Executive Assistant
Department:	Executive Operations
Date Created/Revised:	March 15, 2024
Starting Salary	\$52,000-\$62,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

In this position, the Executive Assistant will support the organization's Executive Director by making him/her more productive and effective and thereby advancing the overall mission of Ending Community Homelessness. The Executive Assistant will provide confidential executive administrative support focusing on calendar management, board relations, and internal and external customer service. In this critical position, the Executive Assistant will build positive relationships throughout the organization and will serve as a liaison to the board of directors, the leadership team and oversee special projects as assigned by the Executive Director, including "all staff" initiatives, such as office operational coordination duties and day-to-day support of the physical office and virtual meetings.

The position requires an administrative background, excellent communication and organizational skills, the ability to work independently and as part of a team, and a commitment to maintaining confidentiality and discretion in handling sensitive information.

**Reporting Structure:**

This position reports to the Executive Director.

Essential Job Functions:

- Provide administrative support to the Executive Director.
- Support for Leadership team meetings and Board of Directors meetings.
- Handle confidential correspondence and documents.
- Coordinate office operations, such as ordering and stocking supplies, maintaining files, and helping manage office spending in line with budgetary parameters.
- Provide exceptional customer service to clients and visitors, operating in a way that is culturally affirming to all staff, vendors, and visitors. respond to email inquiries, ensuring that information provided is accurate, handled in a timely manner, and escalating appropriate matters.
- Help coordinate virtual and in-person meetings to prepare and distribute meeting agendas, assisting with day-of support including the set-up of physical spaces and virtual platforms, and sending meeting reminders.

Required Qualifications & Experience:

- 5+ years of experience in an administrative or office support role and/or educational credentials to perform the listed duties successfully.
- 5+ years of experience with Microsoft Office Suite and customer service software.

Preferred Qualifications & Experience.

- Excellent verbal and written communication skills, including interpersonal skills, as well as organization and attention to detail.
- Ability to maintain confidentiality and handle sensitive information with the highest level of discretion.
- Ability to work independently and as part of a team.



- Experience working in a nonprofit organization is strongly preferred.
- Experience with event planning.
- Experience with coordinating travel arrangements.
- Experience with budget management.
- Ability to work under pressure and meet deadlines.
- Candidates who are bilingual in English/Spanish are strongly preferred.
- Commitment to ECHO's mission and values.

Work Environment:

This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. This position does require commuting throughout Austin/Travis County for various stakeholder meetings, when applicable.

Proficiency in using Microsoft suite, including Outlook, Word, Excel, and PowerPoint, and the ability to adapt and commit to using other software or technology is needed.

Physical Demands:

Physical demands include the use of standard office equipment, including computer, copy machine, phone, etc. The ability to communicate clearly and appropriately with co-workers and community partners.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause undue hardship on ECHO operations. Contact human resources (HR) with any questions or requests for accommodation.



Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical work days are Monday through Friday. Agency meetings occur on business days between the hours of 8:00 AM and 5:00 PM (Central Standard Time). Occasional evening and weekend work may be required as job duties demand. A high degree of flexibility can be anticipated by ECHO staff when conducting most independent and/or administrative work. Some travel is expected for this position both locally and to national conferences.

Compensation and Benefits:

ECHO offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 8 paid holidays, 4 paid work/life wellness days and opportunities for educational and professional development.

Diversity, Equity, Inclusion & Belonging Statement:

The Ending Community Homelessness Coalition (ECHO) values diversity, equity, and inclusion in every aspect of our work, including our internal operations and external activities to support our mission. We are committed to cultivating a culture of respect for the dignity and value of each individual and family accessing the Homelessness Response System. These values are essential to our mission focused on leading and aligning a coalition to administer an effective Homelessness Response System, centered in racial equity, informed by the needs and expertise of people experiencing homelessness, and accountable to systemically marginalized communities. We welcome all. ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender



identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply:

Interested candidates please submit a resume and cover letter to:

- Tonya Thomas, HR Director: tonyathomas@austinecho.org
- Matt Mollica, Executive Director: matthewmollica@austinecho.org

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date