



EXECUTIVE ASSISTANT/PROJECT MANAGER

Company Summary

If you have a passion for directly helping people and tangibly impacting their lives, Senior Home Companions (“SHC”) could be a wonderful place for you. SHC serves older adults in Indianapolis with our unique blend of personalized assistance. From providing friendship and companionship to hands-on personal care, SHC connects clients with a full spectrum of support that allows seniors to remain in the home of their choice with purpose and dignity. SHC is a private Indianapolis-based company with five locations in Indiana and Florida and over 500 ladies and gentleman serving clients.

Position Purpose

The Executive Assistant/Project Manager serves as the primary point of contact for internal and external constituencies on all matters pertaining to the President. The Executive Assistant/Project Manager must be creative and enjoy working within a small, entrepreneurial environment that is mission-driven, results-driven and community oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative and organizational skills and with the ability to maintain a realistic balance among multiple priorities. The Executive Assistant/Project Manager must have the ability to work well under pressure and to handle a wide variety of activities and confidential matters with discretion.

Qualifications

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Confident and able to make a good first impression over the phone/email/meeting
- Very strong interpersonal skills and the ability to build relationships
- Expert communication skills both in speaking and writing. Master of closed-loop communication
- Possesses strong decision-making ability
- Highly resourceful team-player, with the ability to be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands and demonstrate the highest level of client service and response
- Ability to achieve high performance goals and meet deadlines
- Ability to self-start and own projects to completion
- Mature, loyal, dependable and persistent
- Flexible and willing to work when needed to support the President
- Ability to set boundaries for oneself and respect other’s boundaries
- Enjoy research & following through on ideas
- Must be able to articulate own opinions & raise a flag when change is needed
- Able to take direction easily without taking offense
- Problem solver who is solutions-focused and persistent

Education and Experience Requirements

- Strong Work Tenure: 5 – 10 years of experience supporting Executives
- Bachelor Degree preferred, but not required
- Experience in internal and external communications & partnership development
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat and LinkedIn

Job Duties

Support the President

- Anticipate the needs of the President to ensure a seamless and positive experience with all internal and external connections
- Create a spirit of hospitality and warmth to SHC caregivers and clients
- Bridge communication between the President and internal departments
- Maintain polite and professional communication via phone, email and mail
- Act as a "barometer" having a sense for the issues taking place in the environment and keeping the President updated on employees that need to be recognized
- Demonstrate persistence in getting the President in front of key people
- Ensure the President is prepared for meetings; track with follow up & next steps
- Send gifts & facilitate notes as needed
- Raise awareness on important community events
- Manage the President's contacts via a technology solution
- Tee the President up for board and community involvement
- Support execution on initiatives the President takes on with community positions

Support Senior Home Companions

- Help accomplish weekly action items with the President
- Focus the President's time to allow growth on strategic initiatives
- Find resources and solutions to challenges and issues the President is working on
- Offer perspective and politely and effectively articulate input
- Accurately record and organize meeting notes
- Handle office tasks such as filing, generating reports and presentations; setting up for meetings; and ordering meeting supplies using various software, including word processing, spreadsheets, databases and presentation software
- Maintain all hard copy and digital records for ongoing executive projects
- Run errands as needed to support follow up and getting tasks across the line
- Work with executive administrative team to create spreadsheets and presentation information for strategy days and meetings
- Prepare conference rooms for sales presentations and executive staff meetings
- Funnel client requests and needs to appropriate leaders on staff; prioritize and escalate to President when needed

Calendar Management

- Provide real-time scheduling support by booking appointments and preventing conflicts
- Adjust the schedule as needed as priorities change
- Protect the President's time to keep him in his unique ability