



Job Description

Job Title: Administrative Assistant
Reports To: Chief Executive Officer
FLSA Status: Non-Exempt, full time

SUMMARY:

The Administrative Assistant ensures the efficient and smooth day-to-day operation of the CEO and COO's office. This position reports directly to the CEO but does work for both the CEO and Chief Operations Officer (COO) as directed. Additional guidance is received through established policies and procedures, plus verbal and written communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The employee in this position must be able to perform all the essential job duties listed below; however, this list is not intended to be all inclusive of the specific tasks that an employee in this position may be expected to perform.

Executive Support:

- Act as a Zoo Ambassador at all times.
- Provides assistance to the CEO, COO, and Department Directors.
- Completes a broad variety of administrative tasks for the CEO and COO, including co-managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that are sometimes confidential; arranging complex and detailed itineraries, and agendas; and compiling documents for travel-related meetings.
- Plans, coordinates, and ensures the CEO and COO's schedules are followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CEO and COO's time and office.
- Communicates directly, and on behalf of the CEO and with CEO guidance, with Board members, donors, staff, and others, on matters related to CEO's programmatic initiatives.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO and COO, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Provides a bridge for smooth communication between the CEO and COO's offices and internal departments, demonstrating leadership to maintain credibility, trust, and support with senior management staff.
- Works closely and effectively with the CEO and COO to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping updated.
- Provides leadership to build relationships crucial to the success of the organization and manages a variety of special projects for the CEO and COO, some of which may have organizational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, correspondence, complaints, supporting documents, personal correspondence, and other tasks that facilitate the CEO and COO's abilities to effectively lead the company.
- Provides administrative support for grants and contracts as needed.
- Conducts vendor and product research as directed. Assists in procurement of supplies and materials as directed.
- Provides administrative support in assembling Association of Zoos & Aquariums (AZA) accreditation application materials.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Assist Human Resources Team with onboarding.
- Other duties as assigned.

Board Support and Liaison

- Serves as the CEO's administrative liaison to the board of directors.
- Maintain Board of Directors' files, biographies, meeting attendance, membership status, etc.
- Collaborate with Board of Directors; provide information and take detailed meeting minutes.
- Prepare Board Meeting materials for distribution.
- Maintains discretion and confidentiality in relationships with all board members.
- Takes notes at board and committee meetings, produces minutes from meetings and distributes them for approval.
- Adhere to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format.

Senior Management Liaison

- Participates as an adjunct member of the Leadership Team including assisting in scheduling and travel arrangements.
- Assists in coordinating the agenda of senior management team meetings and off-sites, and all-staff meetings.
- Facilitates cross-divisional coordination of travel and outreach plans.
- Procurement of office supplies.
- Serve as an alternate for Morning Announcements as needed.

Strategic Initiatives

- Proficient with office hardware, including desktop computer and telephone.
- Proficient with office software including Microsoft office, Adobe Acrobat, etc.
- At the direction of the CEO or COO, participate in Zoo events, onsite and offsite.
- Review correspondence and legal documents, including contracts, grant applications, etc.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum 18 years old.
- Must provide a negative drug test result.
- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners, and donors.
- Expert level written and verbal communication skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Must demonstrate emotional maturity.
- Ability to maintain a professional and respectful demeanor at all times, including during stressful situations.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands and demonstrate the highest level of customer/client service and response.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment.
- Forward looking thinker who actively seeks opportunities and proposes solutions.
- Knowledge of computer equipment and software.
- Possess excellent people and communication skills, both written and verbal.
- Must be able to take directions, both verbally and written.
- Must be able to sit for extended periods of time.
- Able to correctly wear and use appropriate protective equipment if necessary.
- Must have the ability to build relationships with a diverse culture, both with employees and business contacts.
- Must have the ability to work flexible hours, including weekdays, weekends, holidays, and evenings.

EDUCATION/EXPERIENCE:

- Bachelor's degree preferred. Associate degree or equivalent prior work experience required.
- Strong work tenure: three to five years of experience supporting senior management, preferably in a non-profit organization.
- Experience and interest in internal and external communications, partnership development, and fundraising.

- Proficient in Microsoft Office (Outlook, Word, Excel, and PowerPoint), Adobe Acrobat, and social media web platforms.

LANGUAGE ABILITY:

- Ability to respond to common inquiries, requests, or complaints from guests and/or staff in a kind and courteous manner.
- Must be able to communicate with guests and staff clearly and effectively.
- Must be able to prepare clear and concise reports.
- Multilingual is a plus.

REASONING ABILITY:

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid Florida State Driver License.

PHYSICAL DEMANDS:

In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- The employee is required to sit for the majority of the time.
- The employee is required to work on a desktop computer and office equipment.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or listen.
- Ability to walk and/or stand for periods of time.
- Ability to lift and move up to 25 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

A large percentage of the job functions are performed in an office atmosphere. Occasionally, the Administrative Assistant is required to attend Zoo events and workshops. Exposure to Florida weather environments should be considered.

Central Florida Zoo & Botanical Gardens reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an “at will” position with the Central Florida Zoo & Botanical Gardens and in no way constitutes a written or implied contract of employment.

The Central Florida Zoological Society is an equal opportunity employer and makes decisions related to compensation and all terms, conditions, or privileges of employment on the basis of merit. Company policy prohibits unlawful discrimination based on race, color, creed, sex (including pregnancy), gender orientation, religion, marital status, age, national origin, or ancestry, physical or mental disability, medical condition, genetic characteristic, military status, or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful and prohibited by the CFZS.