

Executive Assistant

Executive and Organizational Support, Communications, Events and Microsoft Expertise

Department

Executive Administration

Reports To

Chief Operating Officer

FLSA Status

Full-Time, Non-Exempt

Position Summary

The Executive Assistant serves as a highly trusted strategic partner to the Chief Operating Officer and executive leadership team. This position provides advanced administrative support, manages executive priorities, coordinates organizational initiatives, assists with policy and SOP development, supports internal and external communications, and helps ensure organizational consistency across departments. The Executive Assistant must operate with a high degree of discretion, professionalism, creativity, and attention to detail.

Primary purpose: Support executive leadership through exceptional organization, communication, project coordination, document development, technology utilization, and operational support while helping maintain consistency across the organization.

Essential Duties and Responsibilities

Executive and Administrative Support

- Manage executive calendars, scheduling priorities, travel arrangements, priorities and communications.
- Assist with special projects as assigned by executive leadership.
- Prepare agendas, reports, presentations, executive summaries, and follow-up materials.
- Record minutes at management, leadership and other applicable meetings.
- Track executive projects, action items, deadlines, and deliverables.
- Handle confidential information with professionalism and discretion.

Organizational Management and Documentation

- Draft, edit, format, and maintain policies, SOPs, forms, manuals, and organizational documents.
- Ensure documents align with existing company tone, structure, branding, and formatting standards.
- Maintain document version control and organizational consistency.
- Support leadership with organizational planning and change-management initiatives.

Communications, Social Media and Website Management

- Develop newsletters, internal communications, announcements, executive correspondence, and employee communications.
- Monitor website content as well as implement updates and quality review.
- Support social media engagement and content coordination.
- Create professional and visually appealing PowerPoint presentations, slide decks, reports, graphics, and communication materials.
- Utilize Canva and similar tools to develop visually engaging content.

Microsoft 365 and Technology Integration

- Serve as an advanced user of Microsoft 365 applications including Outlook, Teams, Word, Excel, PowerPoint, SharePoint, Loop, OneNote, and related tools.

- Leverage Microsoft AI and Copilot technologies to improve productivity, reporting, communication, and workflow efficiency.
- Assist with workflow automation, document management, and technology adoption efforts.
- Maintain organized electronic filing systems and records.

Operational and Office Support

- Coordinate office supplies, equipment purchases, inventory, catering, event support and meeting logistics.
- Provide reception coverage and visitor coordination when needed.
- Provide mail delivery including packaging, pick up, drop off, labeling, distribution, postage

Role Boundaries and Cross-Functional Coordination

PRIMARY OWNERSHIP	PARTNERS CLOSELY WITH	DOES NOT INDEPENDENTLY OWN
• Executive and organizational support including purchasing and event planning	• Executive Team	• Department operations
• Communication development and delivery	• Leadership	• Hiring decisions
• Website oversight and social media support	• Facility Operations	• Clinical decision-making
• Document and presentation creation	• Finance	• Compliance determinations
• Technology/AI support	• Compliance, Client Services, HR	• Financial approvals

Minimum Qualifications

- High school diploma or GED required. Associate or Bachelor degree preferred.
- At least two years of Executive Assistant, Project Coordinator, Operations Coordinator or related experience or related experience supporting senior leadership, operations or logistics.
- Exceptional organizational, communication and attention-to-detail skills.
- Advanced proficiency in Microsoft Office and Microsoft 365 applications.
- Strong written communication, editing, formatting, and presentation-development skills.
- Ability to manage multiple priorities independently while maintaining professionalism and discretion.
- Ability to maintain confidentiality and comply with HIPAA and company privacy requirements.

Preferred Qualifications

- Experience in healthcare, home care, home health, or regulated industries.
- Experience with Canva, website content management, newsletter creation, and social media support.
- Experience drafting policies, SOPs, organizational communications, and executive reports.
- Experience utilizing Microsoft AI, Copilot, automation, or workflow productivity tools.

Core Competencies

- Executive Presence
- Attention to Detail
- Microsoft 365 Expertise
- Creativity and Visual Communication
- Organizational Management
- Project Coordination
- Written Communication and Editing
- Technology Adaptability
- Confidentiality and Professional Judgment
- Initiative and Anticipation of Needs

Work Environment and Physical Requirements

- Frequent sitting, telephone use, video communication, document creation and review, and computer work.
- Ability to communicate for extended periods with vendors, team members, the public and executive team members.
- Ability to lift and carry files, records, or routine office materials weighing up to 10 pounds.
- Occasional travel throughout the state of Indiana.
- Ability to work independently, manage competing priorities, and maintain professionalism during difficult or time-sensitive conversations.

Key Performance Indicators

- Executive satisfaction and responsiveness.
- Accuracy and quality of policies, SOPs, presentations, and communications.
- Timely completion of executive projects and deadlines.
- Document consistency with agency standards.
- Newsletter, website, and communication quality.
- Microsoft 365 and AI tool utilization and process improvement.
- Organization of records, files, and project documentation.

Acknowledgment

This job description describes the general nature and level of work expected. It is not an exhaustive list of all duties. Responsibilities may be modified based on organizational needs, applicable requirements, and reasonable business considerations. Nothing in this document changes the at-will nature of employment where applicable.

Employee Name: _____

Employee Signature

Date