



Executive Assistant – Independence, OH

Century Federal, chartered in 1948, is one of the largest credit unions in Northeast Ohio with over \$400 Million in assets and serving the financial needs of over 27,000 members at 350+ Select Employee Groups throughout the Greater Cleveland area has an opening for a full time Teller at our Richmond Heights branch.

The Executive Assistant is responsible for providing comprehensive support to the CEO, Board of Directors, and Executive Team. The Executive Assistant is also responsible for performing a wide range of administrative and office support activities and aids the CEO in facilitating the efficient operation of the organization. The Executive Assistant offers one-on-one executive support and facilitates coordination among departments to maintain the credit union's values of Innovation, Joy, Collaboration, Integrity, and People First.

KEY DUTIES AND RESPONSIBILITIES

Executive Support:

- Provide sophisticated calendar management for CEO.
- Prioritize inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the organization, including assisting with special projects; designing and producing complex documents, reports, and presentations; collecting and preparing information for meetings with internal and external stakeholders; composing and preparing correspondence; maintaining contact lists; making travel arrangements; and completing expense and mileage reports.
- Serve as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO, including those of a highly confidential or critical nature.
- Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's style and organization policy.
- Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- Maintain open and positive communications with the Executive Team, providing information and documents as needed.
- Provide "gatekeeper" and "gateway" role, providing a bridge for smooth communication between the CEO and staff, demonstrating leadership to maintain credibility, trust, and support with all stakeholders.
- Assist in the selection of vendors and purchased equipment, services, and supplies necessary for operation of organization,
- Replenish office materials such as snacks, printer supplies, paper, office supplies, etc.

- Provide hospitality to all guests and help to create a welcoming environment.
- Process and distribute daily mail.
- Invest in building long-lasting relationships both externally and internally.
- Perform other duties as assigned for the overall benefit of the organization.

Board Support and Liaison:

- Act as a liaison and provide support to the Board of Directors and committees.
- Arrange and handle all logistics for Board meetings and events: schedule meetings; draft agendas; develop, compile, and distribute presentation materials; and attend meetings requiring secretarial duties or minute-taking, including evening sessions.
- Adhere to compliance with applicable rules and regulations set in bylaws regarding board and committee matters.
- Assists board members with travel arrangements, lodging, and meal planning as needed.
- Assist board and committee members with expense reports.
- Assemble monthly board packet materials and committee meeting packet materials and distribute in a timely manner.
- Maintains discretion and confidentiality in relationships with all board and committee members.

Communications and Partnerships:

- Ensures that the CEO's bio is kept updated and responds to requests for materials regarding them and the organization in general.
- Produce, edit and completes first drafts for written communications to external stakeholders.
- Coordinate corporate-wide events and meetings such as Annual Meetings, All Staff Meetings, and Retreats.
- Coordinate all Executive Team meetings.
- Follow up on contacts made by the CEO and support the cultivation of ongoing relationships.

REQUIRED KNOWLEDGE

- Knowledge of business and management principles involved in strategic planning, tactical application, resource allocation, leadership technique, production methods, and coordination of people and resources.

QUALIFICATIONS

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal skills and the ability to build relationships with staff, board members, AND external partners.
- Expert level written and verbal communication skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Emotional maturity.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- *Proven ability to anticipate needs, think critically, and offer solutions to problems with a high level of professionalism and confidentiality.*
- 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.

- Ability to thrive in an environment that is culture-driven, results-oriented, and people-focused.

EDUCATION AND EXPERIENCE

- Bachelor's degree required.
- Strong work tenure: five to 10 years of experience supporting C-Level Executives, preferably in a non-profit organization.
- Experience and interest in internal and external communications, and partnership development.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, Social Media web platforms, and Board meeting software.

LANGUAGE SKILLS

Must be able to read and analyze complex documents, respond promptly to inquiries or complaints, and deliver persuasive speeches and presentations on complex or controversial topics to the Board, Management, Employees, and Members.

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background checks and drug screen.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition refund, opportunity for advancement, and work/life balance.

We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect. "Together We're Better" is our motto.

We are an Equal Opportunity Employer