

Valley AIDS Council/Westbrook Clinic

Job Description

JOB TITLE: Executive Assistant
FLSA STATUS: Non-Exempt
APPROVED BY: CEO
APPROVAL DATE: 9-24-25
DEPARTMENT: Administration
REPORTS TO: CEO

EMPLOYEE RISK FACTOR: III

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

SUMMARY:

Executive Assistant provides high-level administrative support to the Chief Executive Officer (CEO). As an extension provides support to C-suite executives. Responsible for scheduling and coordinating committee meetings, preparing information packets and finalizing information to be presented under direction of the CEO. Responsible for safekeeping corporate documents, contracts, MOUs, and sensitive information pertaining to agency corporate office Assist in safekeeping accurate documentation of committee meetings, agendas, minutes, action items. Responsible for arranging travel for executives and clinicians. Responsible for handling highly sensitive and confidential matters. Responsible for maintaining a filing system and tickler files for easy retrieval. Will provide support in projects, events and assignments as necessary. Will screen and funnel calls as appropriate and keeps CEO abreast at all times. Serves as back up to the Administrative Assistant for administrative support to Board of Directors. Performs general office duties and upkeep of department and other assignments as necessary to achieve organizational goals.

SUPERVISION RECEIVED:

- I. CEO.

SUPERVISION EXERCISED:

1. None.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Must display and set an example in customer service, displaying courtesy, active listening in person, email or via telephone, providing timely service and follow-through to all clientele aiming at building and fostering business relationships.
- Provide detailed calendar management for CEO.
- Screens calls, accurate documents messages or funnels calls to appropriate party.
- Maintains highly organized files for easy retrieval of confidential records and compliance documentation, including but not limited to organizational/corporate legal documents, member files, committee meetings/minutes, contracts and MOUs and an updated contact list.
- Prioritize inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- Closely collaborates with CEO to arrange and handle all logistics for C-suite meetings and committee meetings and events: schedule meetings; draft agendas; develop, compile, and distribute presentation materials; and record meeting minutes.

- Serve as backup of the Administrative Assistant and work closely with the CEO to keep Board well informed of upcoming commitments and responsibilities, for appropriate and timely follow-up.
- Adhere to compliance with applicable rules and regulations set in bylaws regarding Board matters.
- Complete a broad variety of administrative tasks for C-Suite including assisting with special projects; designing and producing complex documents, reports, and presentations; collecting and preparing meeting information for staff and external parties, and stakeholders; drafting memoranda/correspondence and policies and procedures; making travel arrangements; and completing expense and mileage reports.
- Assists in creating databases and compiling documents for audits as necessary.
- Serve as the primary point of contact for internal and external constituencies on all matters pertaining to the corporate office/ CEO, including those of a highly confidential or critical nature.
- Will be point of contact for contracted services directly involved with the CEO office and organize files and compile social media post/webpage upload requests, for screening and approval by CEO or designated C-suite staff.
- Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's style and organizational policy.
- Act as a buffer, making a sense for the issues taking place in the environment and keeping the CEO updated.
- Anticipate CEO's needs in advance of meetings, conferences, presentations, etc.
- Follow up on contacts made by the CEO to cultivate ongoing relationships.
- 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 the C-Suite Team.
- Maintain open communications with the C-Suite, Board members, grantors, other external and internal stakeholders, and clientele and the public.
- Support fundraising events, grant writing, audits and strategic initiatives as necessary.
- Provide hospitality to all guests and help to create a welcoming environment.
- Conducts initial research on assignments, presents solutions to CEO or C-suite staff as instructed.
- Invest in building long-lasting relationships both externally and internally.
- Maintain confidentiality of all agency personnel, and other matters without exception.
- Flexibility to work extended hours, evenings, or weekends as necessary to achieve organizational goals.
- Must attend all meetings, training courses as required by VAC, funding sources and regulatory agencies.
- Must set an example and abide by Employee handbook, Safety policies and all agency policies and procedures.
- Must abide and enforce HIPAA, OSHA regulations and agency policies and protocols or any other applicable rules and regulations, without exception.
- Some overnight travel is required.
- Other projects/duties as assigned for the overall benefit of the organization.

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

- Associate's degree in business administration, marketing or related field. Bachelor's Degree highly preferred.
- Business Administration Certificate or related field required plus 4 to 6 years' experience in Administrative Assistant capacity reporting to C-suite.
- Education may be substituted by experience. Two (2) years of experience for every year of formal education.
- Experience in a not-for-profit, healthcare setting highly desired. Experience in FQHC setting desired.
- Proficient in Microsoft Office 365 Suite and communication platforms.
- Proficient in handling sensitive matters pertaining to corporate office; timely follow through.

- Excellent communication skills, verbal and in writing.

MINIMUM QUALIFICATIONS: Knowledge, Skills and Abilities

- Meticulous attention to detail especially when preparing and proofreading materials.
- Superior organizational skills, prioritize and manage multiple projects and meet high volume of deadlines and complex tasks with tight deadlines.
- Highly independent and task oriented, working under minimum supervision demonstrating initiative and sound judgment.
- Ability to manage calendars, meetings, travel, deadlines and documents with precision and in timely manner.
- Knowledge of best practices for record-keeping and document retention, including legal requirements pertaining to corporate records.
- Familiarity with medical terminology, HIPAA regulations, and patient-centered initiatives.
- Professional verbal and written communication with executives, staff, Board members, donors, community partners, and other stakeholders with a professional and diplomatic demeanor.
- Knowledge of professional business formats and exceptional command of grammar, spelling, and vocabulary.
- Proficiency in Microsoft Office, donor databases, and scheduling tools, communication and conferencing platforms, website/social media platforms.
- Display teamwork abilities and provide feedback conducive to a positive environment.
- Ability to demonstrate empathy and discretion when handling sensitive information and relationships.
- Ability to troubleshoot issues and support decision-making under pressure.
- Managing stress in fast-paced healthcare environments
- Adaptability and flexibility to shift priorities, assignments and urgent requests.
- Ability to navigate politically sensitive situations with tact and sound judgment, anticipating the needs of executives and board members as necessary.
- Resourceful and innovative, with keen ability to initiate and research possible solutions and anticipate outcomes.
- Always maintain confidentiality and professionalism
- Ability to communicate verbally - Bilingual (English Spanish) highly desired.

SPECIAL REQUIREMENTS/QUALIFICATIONS:

Active State of Texas Class "C" Driver's License. Must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law. Maintain required state mandated auto liability insurance at all times.

EQUIPMENT USED:

Office equipment, business office software/databases and social media/online portals. Use of personal computer, including word processing and spreadsheet programs; general office equipment and procedures. Operate an automotive vehicle.

PHYSICAL DEMANDS and WORKING CONDITIONS:

- Work is predominantly performed in an office setting where the noise level is usually quiet.
- Sitting for extended periods
- Frequent use of PC - Typing and screen use for long durations, close vision and adjust focus.

- Office setting and exposed to heat during events or when traveling from site to site (within RGV)
- Safely operate automotive vehicle.
- Event support may require standing, walking, or light setup/cleanup
- Occasional lifting of office supplies or event materials (up to ~20 to 30 lbs) with or without assistance.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Westbrook Clinic's acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

My supervisor has discussed this job description with me. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

Employee Signature

Date

Supervisor Signature

Date

Chief Human Resources and Compliance Officer Signature

Date

CEO Director Signature

Date