

## **Legal Aid Society of Middle Tennessee and the Cumberland**

### **Executive Assistant**

#### **Job Description**

**Position Title:** Executive Assistant

**Employment Status:** Full-Time

**Location:** Nashville

**Supervisor:** Executive Director

**Supervisory responsibilities:** None

#### **Job Summary:**

The Executive Assistant provides primary support to the Executive Director with additional support to the Executive team. This role will work on complex assignments and projects where independent action and a high degree of initiative is required. Works on a variety of difficult and complex secretarial and administrative duties essential to operating a major law firm. This position requires management of confidential information and the development of strong professional relationships, both within the firm and with external partners. The Executive Assistant is a member of the Executive team and as such is expected to maintain an esteemed level of professionalism. This position is funded in part by, and in collaboration with, one or more grants. Personnel must adhere to goals and outcomes detailed in the grant contract. This position is funded for the duration of the grant and subsequent renewal may result in modification of job duties and responsibilities.

#### **Duties/Responsibilities:**

- Performs professional level-administrative work for, and may act on behalf of, the Executive Director.
- Keeps the Executive Director informed about activities occurring within the organization which could have a direct effect on operations.
- Interprets policies, rules, and regulations as required.
- Analyzes and recommends methods for improving workflow in such areas as record keeping systems, forms control, and general office operation.
- Assists with budget preparation for the firm.
- May interview job applicants, conduct orientation of new employees, and plan training programs.
- Conducts initial review of client grievances.
- Implements and/or oversees projects and prepares concise reports, as directed by the Executive Director and the Executive team
- Researches and gathers relevant statistical, financial, and personnel data, which may be of a confidential nature used in planning and decision-making.
- Serves as a liaison to the Executive Director.
- Prepares directives and difficult correspondence for the Executive Director signature.

- Follows up on implementation of departmental directives for the Executive Director.
- Maintains records which may be of a confidential nature and disseminates information as necessary.
- May oversee and participate in the work of a clerical staff.
- Coordinating and managing the Executive Director's calendar, answering calls and organizing prompt responses, and facilitating all other communication requests or activities.
- Assist the Executive Director in scheduling staff meetings as well as meetings with key supporters or potential supporters, partner agencies, members of the bar and judiciary, and other persons and entities.
- Coordinate donor and stakeholder events, as assigned.
- Ensures the Executive Director has all necessary information and materials for upcoming meetings, travel, or speaking engagements.
- Supporting logistics, planning, and communications as needed, specifically around special initiatives and partnerships.
- Assist the Executive Director in communications with staff, members of the board of trustees, donors, funding entities, and others.
- Assist the Executive Director in responding to staff requests in a timely and effective manner, using sound judgment in prioritizing requests and obtaining timely answers.
- Manages the organization of materials and information coming into the Executive Director's office.

### **General LAS**

- Participate in All Staff meetings, Director's meetings and managing attorneys' meetings as requested.
- Participate on internal committees, work groups, and other efforts to promote and improve LAS' operations.
- Establish and maintain professional working relationships with office staff.
- Comply with program policies and regulations of the Legal Services Corporation and other funders.
- Comply with relevant portions of the Legal Services Corporation's Performance Criteria and with the American Bar Association's Standards for the Provision of Civil Legal Aid.
- Comply with all applicable organizational, professional, and legal requirements for confidentiality.
- Perform other duties as requested by the Executive Director.

### **Requirements**

- Bachelor's degree and six (6) years of increasingly responsible complex administrative experience.
- Intermediate to expert skills in Microsoft Office (specifically Word, Excel, and PowerPoint)
- Superior oral and written communication skills and ability to work collaboratively with internal and external partners.
- Exceptional interpersonal skills and emotional intelligence.
- Strong event planning and project management background.

- Excellent organizational skills and proven ability to meet deadlines.
- Meticulous attention to detail accuracy.
- Ability to multi-task and shift priorities.
- Must have driver's license and access to transportation.

### **Success Factors**

- Demonstrate a commitment to the principle of equal justice and to advocacy for low-income people.
- Treat clients, staff and the public with dignity and respect.
- Appreciate the experiences and needs of people of diverse economic, social, and cultural backgrounds.
- Demonstrate a personal sense of integrity.
- Take ownership of projects and produce solid work products.
- Work as a member of a team and independently including willingness to help others (cooperative) and share knowledge, information, contacts, and experience.
- Address issues in a timely manner.
- Use a high level of professionalism, diplomacy, and sound judgment.
- Handle and prioritize multiple, competing demands.

### **Working Conditions**

- Work during office hours between 8 a.m. and 5 p.m., Monday through Friday. Work after hours or on weekends may be occasionally required.
- Work is performed primarily in an office setting and at outreach sites.
- Prolonged periods of sitting at a desk and working on a computer. Often communicating with people using the phone, email, via video call, or in person.
- Occasionally lift up to 15 pounds.
- Travel within the LAS service area may be necessary.
- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required by the employee.