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**Executive Assistant to the Chief Belief Officer**

Founded in 2003, GiGi's Playhouse Inc.’s mission is to change the way the world views Down syndrome through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic in nature. Each one of our programs is designed to work on specific skill development, including speech and language, literacy, socialization and fine and gross motor skills. GiGi’s Playhouse currently has 36+ locations across North America and growing by several locations annually.

**Job Description:**

Executive Assistant is calm under pressure and capable of thinking on their feet in a crisis. Maintaining confidentiality is a fundamental requirement of the role and building a strategic partnership with the CBO to achieve the organizations goals. The executive assistant must be able to accommodate special projects and deal with shifting priorities. Will act as the first point of contact for correspondence and phone calls, organizing meetings and appointments, booking and arranging travel, transport and accommodations and organizing events and conferences.

**Essential Job Functions:**

Calendar/Executive Support:

* Manage Chief Belief Officer's calendar
* Screen phone calls that come to the playhouse for Chief Belief Officer
	+ Take messages, answer questions and follow up as needed
* Set Chief Belief Officer’s travel arrangements
	+ Book flights, hotels and transportation
	+ Create Itinerary for visit
	+ Block off calendar time before and after travel for preparations and down time
	+ Ensure that CBO has all marketing collateral, donor gifts and other materials as needed for travel
	+ Organize travel expenses and receipts
	+ Communicate clothing needs for GiGi and Nancy’s different appearances while traveling
* Prepare pre-travel and post event follow up with donors, board members and people CBO meets at appearances
* Coordinate support and logistics on Chief Belief Officer’s media appearances, event appearances and corporate meetings
	+ Work with PR firm on proper branding (Nancy’s title, bio, headshot, etc.)
	+ Ensure key messages are set for appearance
	+ Work with PR firm on getting footage post event
	+ Download and log all photos and video onto Synology
	+ Work with Marketing team on properly posting about appearances before, during and after event
* Coordinate support and logistics for Playhouse Grand Openings
	+ Work with PR firm on proper branding (Nancy’s title, bio, headshot, etc.)
	+ Ensure that CBO has all marketing collateral, donor gifts and other materials as needed for travel
	+ Work with Startup team on proper Grand Opening best practices
* Research important donors and connections Nancy may meet at appearances, provide her with list of important people to know at appearances
* Assist and welcome VIP guests both in the playhouse and at the community outings
* Plan VIP socials
* Assist data management of donor relationships
	+ Log visits, tours, off-site meetings, gifts, etc.
	+ Input new contacts
* Act as a liaison with other departments to ensure approvals are met in a timely fashion
* Receive and distribute presentations, materials for meetings and conference calls
* Travel with Nancy and GiGi and problem solve issues that may come up
* Review all donor acknowledgements for typos before Nancy signs
* Ensure all checks are signed by Nancy weekly
* Manage mass Christmas card development, printing and send
* Attend Marketing and Development L10 and take notes for Nancy; rocks will be created in this L10
* Other tasks as assigned by the Chief Belief Officer

Social Media

* Take strong photos and videos at appearances and important business meetings
* Work with marketing team to ensure Nancy's key messages are kept up to date
* Work with marketing team to ensure GiGi and Nancy on the Go page is always up to date
* Help maintain and manage Nancy and GiGi’s social media pages including, Facebook, Twitter, Instagram, etc.
* Ensure CBO’s expectations and timelines are met
* Maintain photo database of approved images for media
* Maintain photo database of travel and appearance pictures on Synology, ensure pictures are downloaded from Nancy’s camera as well
* Get fast approvals for posting on Social Media at appearances
* Go Facebook Live at appearances when appropriate

**Competencies:**

**Adaptability –** Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Communications** – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

**Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Planning /Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.

**Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

**Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational** **Support** - Follows policies and procedures; Supports organization's goals and values; Supports affirmative action and respects diversity.

**Dependability** - Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**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.

* Education and/or Experience: Bachelor's degree from four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience.
* Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
* Mathematical Skills: Ability to add, subtract, two digit numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money and weight measurement, volume and distance.
* Computer Skills: To perform this job successfully, an individual should have knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook) Proficiency in social media platforms: Instagram, Twitter, Linked In and Facebook. Ability to work proficiently in a database program (Sales Force) to manage interactions with all individuals who interface with this location.
* Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.
* Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**GiGi’s Playhouse Core Values**: GiGi’s challenges all staff and volunteers to embody the following core values:

* Enthusiasm: Bringing positive, high energy to our work
* Best of All: Always looking to improve in all that we do. Challenge yourself every day.
* Get It Done: Making things happen and blasting through barriers when needed; figure it out.
* Believe: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
* Locally Concerned, Enterprise Minded: Bringing our Best of All to our local playhouse while being mindful of how our work affects the broader GiGi’s network.

**Reports To:** Chief Belief Officer.

***The job duties listed in this job description may not be inclusive of all requirements of this position; other duties may be assigned***

***ACKNOWLEDGED:***

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***Employee Signature Date***

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***Print Name***