



International Association of Fire Chiefs

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Executive Assistant Summary:

The Executive Assistant (EA) position provides comprehensive executive and administrative support to the CEO/Executive Director (CEO) and manages the executive and administrative support operations for the IAFC. This will require a seasoned ability to communicate direction and delegate assignments on behalf of the CEO, monitor progress and ensure benchmarks and timelines are met, and facilitate continuous communications with the Assistant Executive Directors and executive operations staff.

Through the CEO, the EA is responsible for managing all IAFC Board operations, supports and serves as the CEO's liaison to the IAFC standing committees. This position requires comprehensive knowledge of the overall association and departmental functions, and the ability to anticipate needs, think critically, and offer solutions to problems with a high level of professionalism and confidentiality.

The EA is responsible for managing significant, simultaneous mission critical services in support of the CEO that requires expert planning and execution of work. A high priority of the EA will be accomplishing a broad variety of professional and administrative tasks that facilitate the CEO's ability to effectively lead the organization, implement organizational strategy, and deliver Board directed initiatives and priorities. The EA must be adept in prioritizing inquiries and requests, independently organizing and managing CEO workload demands with direct experience managing the executives e-mail communication and troubleshooting issues and taking necessary action to ensure efficient and effective executive operations.

The EA must be skilled at creating, compiling, and producing complex documents, reports, dashboards, visual presentations, and talking points for meetings; composing and organizing written correspondence; and managing expense reports, meetings, and travel logistics. The EA will serve as the primary point of contact for the CEO, including contacts of a highly confidential or critical nature. Keeping the CEO well informed and a demonstrated awareness and ability to sort out priorities and issues is critical.

Ideal candidate must demonstrate excellent writing, communications, and organizational skills with an impeccable attention to detail; comprehensive knowledge of office methods, practices, procedures, systems and equipment; expert proficiency with Microsoft Office suite and Zoom video conferencing software; strong technical proficiency and skills using

RMS/CRM software such as Salesforce; creating, organizing, and maintaining electronic filing systems such as Microsoft SharePoint; managing electronic document and signature systems such as DocuSign; and designing and editing graphic presentations such as Microsoft PowerPoint are required.

The ideal candidate must demonstrate the ability to multitask and manage a high volume of tasks and projects with little or no guidance; react with appropriate level of urgency to situations and events that require quick response and/or turnaround; complete critical tasks and projects with little or no guidance; demonstrate sound judgment and maintain a high level of integrity and discretion in handling confidential information; be resourceful problem solver who is an excellent listener, tactful, and comfortable switching gears at a moment's notice.

This position is based at IAFC Headquarters in McLean, VA and requires the incumbent to be onsite. However, one day per week work-from-home opportunity is offered subject to organizational needs. This position may require work outside of regular office hours and some travel is required (less than 25%) that may occur over a weekend. Benefits to include health, dental, vision and life insurance; paid vacation and sick leave; 403(b) RA plan with employer match after one year; and a 35-hour work week with 12 paid holidays annually.

Position Description include but not limited to:

- Complete a broad variety of professional and administrative assignments on behalf of the CEO by independently organizing and managing CEO workload demands to include setting meetings, managing communications (written, e-mail, mail and phone) and calendars, prioritizing inquiries and requests, troubleshooting issues and taking necessary action, and assigning work to others to ensure efficient and effective executive operations.
- Create, compile, and produce complex documents, reports, dashboards, visual presentations, and talking points. Compose and organize written correspondence, maintain contact lists, and manage travel and expense reports. Have a sense for priorities and issues, keeping the CEO updated and informed and anticipating CEO's needs in advance of meetings, conferences, etc.
- Serve as the primary point of contact for the CEO, including contacts of a highly confidential or critical nature. Keep the CEO well informed of upcoming commitments and obligations, following up appropriately, and exercising an astute awareness and ability to recognize and sort priorities and critical issues. Prioritize and determine appropriate course of action and response or referral by exercising judgement that reflects the CEO's direction.

- Act as the CEO's liaison to the IAFC Board of Directors responsible for Board support and logistics for board operations, meetings, and events to include oversight and management of the Board's master calendar; coordinating and managing the Board's travel needs; scheduling meetings and drafting agendas; compiling, developing, and distributing the Board's agenda and accompanying materials; and taking, transcribing and maintaining meeting minutes.
- Manage all aspects of the organization's executive and administrative support operations to include allocation of assigned personnel; oversight of general reception and hospitality of all guests and assuring a professional and welcoming environment at IAFC HQ; management of all incoming telephone and general inbox electronic communications; and management of general mail processing (incoming and outgoing) and shipping and receiving of packages and materials. Assure adequate materials and supplies for executive and administrative support operations and assist in the selection of vendors, equipment, services, and supplies.
- Facilitate continuous communication with the Chief Operations Officer/Assistant Executive Director, Chief Programs Officer/Assistant Executive Director and Executive Operations Directors, meeting regularly with them to coordinate the CEO's needs for IAFC Board agenda items and reports, as well as IAFC Section and Committee operations and support needs.
- Coordinate CEO's and Executive Operations meetings and assist with other staff meetings and events as needed.
- Independently manage and complete projects for CEO, assigning work to appropriate staff when required. Coordinate the CEO's outreach activities. Follow up on contacts made by the CEO to cultivate ongoing relationships.
- Deploy resources efficiently and effectively toward organizational goals, working with CEO to balance workload and effort and perform other projects/duties as assigned for the overall benefit of the organization.

Education: Four-year degree in business, finance, public administration, or related field, or a combination of education and 10-plus years of documented experience directly performing as a C-level executive assistant, executive officer or chief of staff.

Skills: Excellent writing, communications, and organizational skills. Capable of managing a myriad of complex projects/issues simultaneously. Exceptional organizational skills and impeccable attention to detail. Must be resourceful, an excellent listener, tactful, time efficient, and capable of adhering to tight schedules.

Must have comprehensive knowledge of office methods, practices, procedures, systems and equipment. Expert proficiency with Microsoft Office suite and Zoom video conferencing software; strong technical proficiency and skills using RMS/CRM software such as Salesforce; creating, organizing, and maintaining electronic filing systems such as Microsoft SharePoint to store, organize, share, and access information; managing electronic document and signature systems such as DocuSign; and designing and editing graphic presentations such as Microsoft PowerPoint and Power BI.

Ability to multitask and complete a high volume of tasks and projects with little or no guidance. Ability to react with appropriate level of urgency to situations and events that require quick response and/or turnaround and complete a high volume of tasks and projects with little or no guidance. Excellent judgment is essential, as it is the ability to maintain a high level of integrity and discretion in handling confidential information. Be a resourceful problem solver who is an excellent listener, tactful, and comfortable switching gears at a moment's notice.

Experience: Direct experience in executive and administrative support of C-level executives in \$5M/50 staff plus organization, with upper-level experience in office management, budget/expense management, and staff supervision is required. Prior direct experience in non-profit, professional or trade association, and/or acting as a gatekeeper to triage issues and escalate critical issues to the executive is highly desired but not required. Experience supporting a C-level executives in non-profit, professional association, serving over 5,000 members, and/or experience in fire/EMS and/or local government organizations is desired but not required.

Specific education, skills, and experience requirements may be waived by the CEO depending upon the needs of the organization.

No calls please. Contact Sila.Chey@iafc.org with your resume. Thank you.