

JOB TITLE: EXECUTIVE ADMINISTRATIVE ASSISTANT

This is a complex and highly responsible position supporting the Commission's Executive Director and the leadership team. Work involves responsibility for the independent exercise of administrative judgment and decision, under authority specifically delegated by upper-level management. This position involves highly responsible administrative clerical functions of the Commission and requires a high degree of confidentiality. The position of Executive Administrative Assistant will report to a management level position or higher. This is an exempt position without overtime.

The Commission is currently in the initial stages of implementing an unprecedented \$550 million capital improvement program, with numerous associated communications, outreach, and education initiatives. This position offers the opportunity to contribute to these efforts and help shape our customers' understanding of the Commission's work. The ideal candidate will bring an enthusiasm for public service, adaptability to evolving priorities, curiosity to pursue new processes and ideas, and the ability and judgment to cultivate positive working relationships internally and with the community it serves. This position offers room for professional growth to become a part of the region's next generation of essential water and wastewater professionals.

About SWSC: SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility that provides retail and wholesale water and sewer service to approximately 250,000 customers across multiple communities in the lower Pioneer Valley. The SWSC has approximately 250 employees that operate and maintain a system of one thousand miles of water and sewer pipe, treatment plants, reservoirs, watershed land, dams, and other critically important infrastructure that serves the public.

Mission Statement: SWSC's mission is to provide an uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment. www.waterandsewer.org

ESSENTIAL DUTIES AND RESPONSIBILITIES

include, but are not limited to the following:

- Answers telephone in a highly professional manner and accurately routes calls as appropriate. Greets visitors, confirms appointments, and contacts appropriate host.
- Coordinates and confirms travel arrangements, using sound judgement relative to details and cost.
- Manages all incoming and outgoing correspondence for leadership staff, including mailings, Fed Express, certified mail, etc.
- Maintains adequate supply of office supplies and place orders as needed, understanding needs of individual team members.
- Handles organized and systematic maintenance of records and files for Executive Director, Communications Department, and others as directed
- in administrative functions as directed. Prepares letters, memorandums, reports, emails, and forms utilizing Microsoft Office and Adobe
- Schedules meetings, internal and public events, prepares agendas, coordinates schedules and logistics, sends invites, and confirms attendance. Ensure onsite space is reserved and prepared.

- Assists with Commission publications, such as the Employee Newsletter and notifications for the Public as directed.
- Assists in preparing information and drafting correspondence in response to inquiries as directed.
- Assist in creation of information packages for Commission meetings.
- Creates materials and presentations for meetings, trainings, tours, public events, outreach initiatives, and workshops.
- Assist in creation and distribution of correspondence and information to employees.
- Manages Purchase Order process and invoice maintenance for the leadership team. Assists with onsite procurement events as needed
- Monitor activity of Company Credit Card, audit bill, and ensure appropriate receipts are included.
- Performs related work as required.

Required knowledge, experience and skills:

the abilities required include, but are not limited to the following:

- Exceptional communication skills and judgment to manage high volume phone calls, visitors and emails from internal and external contacts, including executives, customers and community leaders.
- Must possess advanced typing skills, and a strong working knowledge of Microsoft Windows and Microsoft Office programs including, but not limited to Outlook, Word, Excel, and PowerPoint programs.
- Experience/skills in website maintenance, document/presentation layout (particularly using the Adobe Creative suite, and graphic design/production strongly preferred.
- Ability to coordinate multiple schedules to organize internal and external events, and organizational skills to expertly manage all event details.
- Must be familiar with a variety of the administrative field's concepts, practices, and procedures, including file maintenance, document creation, organization of sensitive data, and maintenance of a highly professional executive work environment.
- Relies on experience and judgment to plan and accomplish goals, which would include identifying, researching, and resolving problems.

MINIMUM EXPERIENCE, TRAINING and EDUCATION:

- The individual should have at least 3 years' experience in the areas of executive and management administrative support along with excellent communication skills.

- A diploma from an accredited high school or vocational school is required for this position; a bachelor's degree is preferred.
- The individual must have the ability to express ideas clearly and concisely both orally and in writing. The ability to read, write and translate Spanish is desirable
- Must possess and maintain a current Driver's License.

Qualified candidates should send their resume, cover letter and salary requirements to jennifer.kerr@waterandsewer.org. EOE/AA