

**Los Angeles Mission, Inc.**  
**Job Description**

**Job Title:** Administrative Assistant II  
**Department:** LAM Executive Leadership Team  
**Reports To:** Executive Assistant to the President & Manager of Office Operations  
**Indirect Report To:** Executive Leadership Team  
**FLSA:** Regular, Full Time, Non-Exempt  
**Grade** 7  
**Prepared By:** Human Resources  
**Approved Date:** Revised September 2020

**SUMMARY:**

Demonstrates Christ-like behavior and attitude in all job duties and responsibilities. Displays executive level maturity to maintain confidentiality regarding private and sensitive information and is able to work in a strong Christian environment. Proactively provides highly professional and detailed administrative assistance to LAM's Executive Leadership Team.

Must be able to prioritize and execute assignments from 5 or more persons in addition to the President/CEO within the following primary duties:

**ESSENTIAL DUTIES:**

The duties and responsibilities priority is to the Executive Assistant to the President & Manager of Office Operations balanced with the needs of other leadership staff and events. This position may supervise volunteers and administrative projects in the execution of duties. Essential Duties fall into four categories Office Administration, Planning & Scheduling, Event Coordination and Technical Research.

**Office Administration-Assists the Executive Assistant to the President & Manager of Office Operations (EA & MOO) with the following:**

- Screens incoming calls and correspondence and responds or routes to others, as appropriate. Handles and initiates calls as directed.
- Manages Mission events calendar and ELT calendars as needed.
- Familiarity with Telecommunications and scheduling video/conference calls including Microsoft Teams, Zoom, etc. a must.
- Maintains files for Executive Office.
- Maintains confidentiality regarding private and sensitive information.
- Composes and prepares confidential correspondence, reports, and other complex documents using Microsoft Office Suite.
- Makes purchases and maintains expense account reporting as requested.
- Assists EA & MOO with Executive Leadership Team & Private/Government Grant Department administrative duties, including standard secretarial support as

required.

- Maintains inventory of PR materials for Development and Executive Office and an interface with media, donors, and other VIP's to arrange or conduct tours for these individuals. Makes appointments as requested by staff.
- Assists the EA & MOO as backup when needed.
- Creates an atmosphere of extreme hospitality and service.
- Provide Intercom/Overhead Announcements as requested
- Responds to telephone inquiries from donors and appropriately routes calls.
- Provide routing of mail, documents, materials to mail/courier as needed for staff working offsite
- Archiving, sending, finding and researching media photo needs for Development and PR purposes
- Manage, organize and maintain inventory for Development closet
- Research and gather quotes from vendors for Development purposes

**Planning & Scheduling-Assists the EA & MOO with the following:**

- Arranges meetings as requested coordinating with Facilities, Security and the Kitchen as appropriate.
- Support EA & MOO with detailed travel plans and itineraries, compiles documents for travel-related meetings.
- Attends meetings/events in the absence of the EA & MOO or others as requested.
- Takes minutes of meetings as requested.

**Technical Research-Assists the EA & MOO with the following:**

- Ability to conduct internet and other research in a variety of areas, including Biblical matters and public opinion.

**Event Coordination-Assists the EA & MOO with the following:**

- Assists EA & MOO and the Director of Community Partnerships and Director of Development with preparation of special events including public relations materials, staffing, organization and creation of volunteer lists and VIP coordination as directed.
- Assists HR staff with annual staff Christmas event.

**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 a four-year college or university preferred or two to five years of administrative experience serving at the executive level of an organization.

**COMPUTER SKILLS:**

Computer literacy is required. Advanced knowledge of Microsoft Word, Outlook, Excel, PowerPoint and Google products required. Other business software such as Raisers Edge NXT, Financial Edge may be deployed related to job functions. General operational knowledge of social media desired. Ability to provide routine troubleshooting for computers and printers to supervisors and department staff is required.

**LANGUAGE SKILLS:**

Ability to read, analyze and interpret complex documents such as common scientific and technical journals, financial reports and legal paperwork. Ability to write routine reports, meeting minutes and correspondence. Ability to speak effectively and professionally when responding to common inquiries or major complaints from donors, guests, Board members and the general public. Fluency in Spanish highly desirable. Ability to write articles for publication that conform to prescribed style and format. Ability to effectively present information to top management and public groups.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**LOS ANGELES MISSION EVENTS:**

All Mission employees are required to work the four (4) yearly Mission street events: Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

**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. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to a disagreeable element such as noise, heat, dust, or cold. Employee may be exposed to some abuse from angry callers. Employee is regularly exposed to some risk of communicable disease from guest of facility, exposure to TB and other respiratory diseases.

**LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER:** and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

**I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approval

\_\_\_\_\_  
Date