



**Position Title:** Executive Assistant / Office Manager

**Supervisor:** Chief Executive Officer & Chief Financial Officer

**Status:** Full-time; Temporary

**Location:** Atlanta, GA (In person)

HOPE *worldwide* is an international charity that changes lives through the compassion and commitment of dedicated staff and volunteers to deliver sustainable, high-impact, community-based services to the materially poor and needy. Today HOPE *worldwide* serves nearly one million people. After 30 years, HOPE *worldwide* continues to be an organization dedicated to serving, teaching, healing, and loving communities made vulnerable due to poverty, disease, or disasters. Together we can inspire greater hope in our world. To learn more about HOPE *worldwide* visit [hopewww.org](http://hopewww.org). Connect on [Facebook](#), [Instagram](#), [YouTube](#), [LinkedIn](#), [Twitter](#), and [TikTok](#) for the most current news on programs around the world.

### **JOB OVERVIEW**

This multifaceted role combines the critical functions of an Executive Assistant and an Office Manager, serving as the linchpin of organizational efficiency and productivity. As the Executive Assistant, you will manage the CEO's schedule, ensuring seamless day-to-day operations, and provide comprehensive administrative support to facilitate the CEO's leadership responsibilities, from special projects to communication management. Meanwhile, as the Office Manager, you will oversee all aspects of office services, from vendor management to facilities coordination, creating a welcoming environment for staff and visitors alike. Your adeptness at multitasking, attention to detail, and proactive approach will be instrumental in driving the organization's success, as you manage a diverse array of responsibilities ranging from financial oversight to event coordination, all while providing invaluable support to senior management and fostering a thriving workplace culture.

### **RESPONSIBILITIES**

#### *Executive Assistant*

- Manage the CEO's calendar, prioritizing inquiries and requests, resolving conflicts, and making judgments to ensure smooth day-to-day engagements.
- Complete a wide range of administrative tasks to support the CEO's leadership role, including assisting with special projects, designing and producing complex documents, reports, and presentations.
- Keep the CEO well-informed of upcoming commitments and responsibilities, and anticipate the CEO's needs in advance of meetings, conferences, etc.
- Serve as a key liaison between the CEO and internal and external stakeholders, providing excellent customer service and managing communications effectively.
- Write and edit internal and external communications, ensuring accuracy and professionalism.
- Provide appropriate preparation for meetings and check-ins, including creating agendas, providing reminders, and tracking follow-up items.

- Assist in managing the administrative budget, ensuring accuracy and adherence to financial policies.
- Oversee board and executive leadership calendars, organizing all logistics including travel arrangements.
- Assist board members with reimbursements.
- Establish and maintain corporate and CEO paper and electronic records and files, ensuring confidentiality and accessibility.
- Secure appropriate signatures and track documents through the approval process on behalf of the CEO.
- Serve as a liaison with internal staff at all levels, facilitating communication and collaboration within the organization.
- Provide assistance and support to the executive team on various projects, as needed.
- Support other senior management staff on additional projects, demonstrating flexibility and adaptability.

#### *Office Manager*

- Manage all aspects of the organization's office services, including evaluating and developing office policies and procedures to improve workflow and anticipate future needs as the organization grows.
- Assist in the selection of vendors and purchase equipment, services, and supplies necessary for the operation of the organization.
- Oversee all daily office functions to ensure a satisfying work environment for the organization and staff.
- Manage vendor relationships, including ordering equipment and supplies, monitoring service levels, reconciling invoices, and addressing unsatisfactory vendor services.
- Purchase and replenish office materials such as snacks, printer supplies, paper, and other office supplies as needed.
- Support the onboarding process for new employees, ensuring a smooth transition into the organization.
- Act as the primary liaison for facilities requests, including parking passes, keys, badges, and furniture, and serve as the primary floor warden for emergencies.
- Provide hospitality to all guests and create a welcoming environment for visitors.
- Answer main phone line and email inquiries, providing prompt and professional responses.
- Manage logistics for all internal meetings (i.e. staff meetings, staff retreats, holiday parties), including location reservations, catering, supplies, agenda support, AV set-up, etc.
- Provide support for external event management, including coordinating logistics and assisting with setup and execution (i.e. Board meetings and other similar events).
- Undertake other projects and duties as assigned for the overall benefit of the organization, demonstrating flexibility and adaptability.

## **REQUIREMENTS**

- Recognized by HOPE *worldwide*, Ltd as being a spiritually fit Christian holding to fundamental Christian principles.
- Bachelor's degree in Business Administration or a related field preferred but not required.
- At least 5 years of executive support experience, including supporting C-level executives.
- Expert proficiency with Microsoft Office and desktop publishing software; ability to design and edit graphic presentations and materials.
- Strong verbal and written communication skills, with the ability to articulate ideas clearly, concisely, and professionally to diverse audiences.
- Exceptional organizational skills and impeccable attention to detail, with the ability to manage multiple tasks and projects simultaneously while meeting deadlines in a fast-paced environment.
- High degree of professionalism in dealing with diverse groups of people, including senior executives, staff, community leaders, and donors.
- Ability to complete a high volume of tasks and projects with little or no guidance, demonstrating initiative, resourcefulness, and a proactive approach to problem-solving.
- Demonstrated ability to maintain a high level of integrity and discretion in handling confidential information, ensuring sensitive data is handled securely and ethically.

## **PHYSICAL REQUIREMENTS**

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:

- Able to operate a computer and other office productivity equipment.
- Able to remain stationary at a computer for extended periods of time.
- Must be able to lift up to 15 pounds at times.

## **BENEFITS**

As part of our commitment to our employees' well-being and success, we offer a range of benefits designed to support our staff:

- |                                       |   |
|---------------------------------------|---|
| • Health, Dental, and Vision Coverage | • 403(b) Contribution and Match   |
| • Group Term Life and AD&D Insurance  | • Vacation and Sick Time Off  |
| • Employee Assistance Program (EAP)   | • Hybrid work schedule – four days in the office and one day from home. |

## **HOW TO APPLY**

To apply for this position, please complete the job application form available at the link provided. Please attach your resume and cover letter to your application or email your documents to [HR@hopeww.org](mailto:HR@hopeww.org). An application **MUST** be submitted in order to be considered for this position.