

**FOOD BANK OF THE SOUTHERN TIER  
POSITION DESCRIPTION**

|                        |                      |                     |            |
|------------------------|----------------------|---------------------|------------|
| <b>POSITION TITLE:</b> | Executive Assistant  | <b>STATUS:</b>      | Non-Exempt |
| <b>DEPARTMENT:</b>     | Support              | <b>W/C# / EEO#:</b> | 8810 / 5   |
| <b>POSITION LEVEL:</b> | Senior Admin Support | <b>GRADE LEVEL:</b> | 195        |

**PRIMARY FUNCTIONS:**

The Executive Assistant provides administrative, organizational, and clerical support to the Executive Director of the Food Bank of the Southern Tier, supports the work of the Board, and provides support for gift entry in the database.

**SPECIFIC DUTIES:**

**Supports CEO & Board/Committee Members – 50%**

1. Provides thoughtful, proactive, high-level support to the President/CEO. Coordinates daily calendar, manages phone calls and emails, makes travel arrangements, creates PO's, maintains expense reports, and strategically plan appointments and events for streamlined travel, brief/debrief President/CEO on appointments with donors & community members and document interactions and next steps in Raiser's Edge.
2. Act as the point of contact between President/CEO and staff, including schedule, assemble agendas and take notes at all board, committee & leadership team meetings. Respond promptly to the President/CEO and leadership team's queries. Facilitate internal communication (e.g., distribute information and schedule presentations). Assist with planning, organizing, and execution of staff meetings, agendas, and events. Maintain staff hire dates and anniversaries dates for birthday cards and anniversary certificates.
3. Provide support to the Board, plan and organize meetings, agendas and minutes, create regular reports and update internal databases and documents for distribution to members, prepare presentation materials as requested, facilitate board/committee member onboarding/exiting processes, and manage board/committee member web portal and all necessary documents.

**Supports Raiser's Edge Gift Entry – 50%**

4. Manage gift entry procedure and process daily gift batches in a timely and accurate fashion, adhering to the Food Bank's policy of a 24-48 hour turnaround for gift receipt/acknowledgment process. Analyze gifts to determine proper coding, including the selection of campaigns, funds, appeals, etc. for each gift to be processed. Maintain gift acknowledgment supplies, assuring a sufficient inventory supply of paper and envelopes for the gift acknowledgment process.
5. Work with Business Services department on a daily, weekly, and monthly basis to balance database records to bank deposits, thus ensuring accurate data entry for financial reporting. Manage database maintenance. Perform annual, quarterly, and monthly data clean up. Monitor data quality assurance/quality control through monthly, quarterly, and annual audits of the Raiser's Edge database; communicate errors and correct. Assist with generating monthly, quarterly, and annual fundraising reports.
6. Consistently attend trainings on Raiser's Edge for best practices and software updates.
7. Work with the Development & Community Engagement team to understand workflows and standard operating procedures.
8. Responsible for affixing postage to outgoing mail and daily mail drop off to the post office.
9. Other duties as assigned

**TITLE OF DIRECT SUPERVISOR:** President/CEO; dotted line to Annual Fund Manager

**STANDARD WORK SCHEDULE:** 8:00 am to 4:00 pm Monday thru Friday

**WORKSITE:** 388 Upper Oakwood Ave., Elmira, NY 14903

**WORK FROM HOME:** Not Eligible

**QUALIFICATIONS:**

**EDUCATION:** High school degree; additional qualifications as Personal Assistant or Secretary preferred

- EXPERIENCE:**
- Minimum of 5 years of experience as an Executive Assistant, and proven work experience in managing a President/CEO or leader in a high-volume fast-paced organization.
  - Minimum of 3 years experience in data entry and office/administrative support.
  - Fundraising environment with experience in capital campaigns/major gifts a significant plus.
  - Experience in food banking/non-profit industry is preferred but not required.
  - Experience with the Raiser's Edge preferred, but not required

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**ADDITIONAL REQUIREMENTS:**

- Able to maintain absolute confidentiality regarding all written and verbal information
- Knowledge of office procedures & environments
- Solid experience with donor databases, preferably Raiser’s Edge, familiarity with online calendars and cloud systems and experience using office equipment
- Proficient use of Microsoft Word, Excel, Outlook and PowerPoint software programs
- Excellent organizational skills with an ability to think proactively and prioritize work. The candidate should demonstrate excellent time management skills, accuracy, and strong communication skills (via phone, email, and in-person) to adequately represent the President/CEO of the organization.
- Ability to handle a high volume of work in short periods with great accuracy and attention to detail
- Outstanding judgment and initiative, along with experience exercising discretion and confidentiality with sensitive information
- The candidate should also show passion for the cause and mission of the Food Bank
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier
- Must understand basic principles of fundraising, and the importance of entering and maintaining accurate and consistent data for gift posting, and prospect management.
- Ability to complete work in an efficient and timely manner
- Ability to ensure effective communication with donors in writing, and verbally
- Cooperative attitude, willingness to learn
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Willingness to foster agency, department and program-wide cooperation and teamwork through the use of positive/constructive communication techniques
- Possession of a valid Drivers’ license and a driver’s record considered acceptable by agency and insurance carrier.
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance
- Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR’s corporate compliance and ethics program.

**Ability to meet the following physical requirements with or without reasonable accommodation:**

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle
- Stand, sit, walk, bend, stoop, kneel, and reach
- Climb up or down stairs
- Able to reach above or below shoulders
- Occasionally lift or move objects weighing up to 10 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions
- Be able to read, write, and interpret written documents

**Acceptance of the Food Bank of the Southern Tier’s**

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society
- Organizational Values: Have Integrity, Be Brave, Share Your Strength, Respect Relationships and Honor the Mission

**EMPLOYER’S DISCLAIMER:**

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor
- This document does not create an employment contract, implied or otherwise, other than an “at will” relationship

**EMPLOYEE CONFIRMATION:**

I have received and read a copy of this job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name