



METRO Regional Transit Authority

Administrative Coordinator

Department: Administration

Classification: Non-Exempt

Safety Sensitive: No

Position Summary:

This position provides executive support in a one-on-one working relationship for the CEO. The Administrative Coordinator serves as the primary point of contact for internal and external constituencies on all matters pertaining to the office of the CEO. The position also serves as a liaison to the board of directors and senior management teams; organizes and coordinates executive outreach and external relations efforts; and oversees special projects. The Administrative Coordinator will exercise good judgment in a variety of situations, with strong written and verbal communication, administrative and organizational skills, and maintain a realistic balance among multiple priorities. The Administrative Coordinator will work independently on projects, from conception to completion and work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

Reporting Relationships:

Position Reports to: Chief Executive Officer

Direct Report by Title: None

Indirect Reports by Title: None

Number of Reports: Direct 0, Indirect 0

Essential Job Functions:

Executive Support

- Completes a broad variety of administrative tasks for the CEO including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that are sometimes confidential; arranging complex and detailed travel plans and itineraries; compiling documents for travel-related meetings; establish and maintain files; and monitor leave requests and other work-related documentation pertaining to the CEO's direct reports.
- Plans, coordinates and ensures the CEO's schedule is respected and followed. Provides a "gateway" role, creating win-win situations for direct access to the CEO's time and office.

- Communicates directly, and on behalf of the CEO, with Board members, community stakeholders, METRO Team Members, and others, on matters related to CEO's programmatic initiatives.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Works closely and effectively with the CEO to keep the office holder well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated.
- Provides leadership to build relationships crucial to the success of the organization, and manages a variety of special projects for the CEO, some of which may have organizational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the organization.
- Schedules and organizes the CEO's calendar and arranges meetings.
- Prioritizes conflicting needs; handles matters expeditiously and discretely, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Consistent and reliable attendance in the office is essential for the success of this role due to the high level of collaboration required.
- Assist the Employee Engagement Center and Public Relations and Marketing with employee and public events and coordinates other special projects.

Liaison to the Board

- Supports CEO as liaison to Metro's board of directors
- Maintains discretion and confidentiality in relationships with board members
- Adheres to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format.
- Organizes the board's calendar and tracks and/or encourages governance tasks, including changes needed in bylaws, charters, committee membership, decision rights, nominations, and orientation of new directors.
- Coordinates meetings of board and its committees, including ordering, set-up, recording and taking of minutes, preparing board materials, and resolutions.

Strategic Initiatives:

- Works with the senior management team for coordinating the CEO's outreach activities
- Follows up on contacts made by the CEO and supports the cultivation of ongoing relationships

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential job functions described in this position description. Since not every duty associated with this position may be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered incidental in the performing of their duties just as though they were actually written out in this position description.

Physical Requirements & Working Conditions:

Occasional lifting, approx. 25 lbs. frequently sitting, working at keyboard for up to 4 hours at a time. Occasional walking, climbing, stairs, stooping, bending, kneeling. Work is typically performed indoors in an office environment, and is subject to pressure from deadlines.

Required Skill Sets:

Administrative Skills:

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Highly resourceful team player, with the ability to be extremely effective independently.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment.

Cognitive Skills:

- Demonstrated proactive approaches to problem solving with strong decision-making capability.
- Emotional maturity.
- Forward looking thinker, who actively seeks opportunities and proposes solutions

Communication Skills:

- Expert level written and verbal communication skills.

Interpersonal Skills:

- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.

Experience and/or Educational Requirements:

Bachelor's degree or equivalent.

Strong work tenure: 5-10 years' experience supporting C-suite level executives, preferably in public administration or a not-for-profit organization. Experience and interest in internal and external communications, and partnership development. Proficient in Microsoft Office (Outlook, Word, Excel, and PowerPoint) and experience with Adobe Acrobat and office equipment such as copiers, audiovisual equipment and recording devices.