



POSITION AVAILABLE

EXECUTIVE ASSISTANT TO THE PRESIDENT/CEO

Basic Purpose and Responsibility

Reporting directly to the President/CEO, the Executive Assistant is responsible for providing administrative support to the Buffalo Zoo President/CEO, Board of Directors, and the Zoo's executive/senior leadership team. The Executive Assistant serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the President/CEO. The Executive Assistant organizes and coordinates executive outreach and internal/external relations efforts; and oversees special projects. The Executive Assistant must be creative and enjoy working for an organization that is mission driven, results driven and community oriented. The ideal candidate is proactive, detail-oriented, and capable of handling sensitive information with discretion. The Executive Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities.

How to Apply

To apply, please send Resume and Cover Letter in **Word document or PDF** by email no later than 1/6/2025 to: buffalozoojobs@buffalozoo.org

No telephone calls please. Position open until filled. For more information about the Buffalo Zoo, please visit our website by the following link: <http://www.buffalozoo.org>

Compensation and Benefits

This is a full-time, non-exempt hourly position. Salary range is \$23.00 - \$26.00 per hour (commensurate with experience).

Full-Time benefits available include health plan, HSA/HRA, FSA, life insurance, long term disability, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time. Benefits are available after the successful completion of an introductory probation period review at 60 days of work (sick time available upon hire).

Essential Functions

The Buffalo Zoo reserves the right to revise or change job duties and responsibilities as the need arises.

Office of the President/CEO - Executive Support:

- Provide direct administrative support to the President/CEO, including organizing, prioritizing, and maintaining the effectiveness of the Executive Office, President/CEO's tasks and responsibilities, and portraying a positive and professional image.
- Manage the President/CEO's calendar, including scheduling meetings, appointments, events, outreach activities, and make travel arrangements as necessary. Support the President/CEO at public events and appearances as needed.
- Prepare, proofread, and edit talking points, letters, documents, reports, presentations, correspondence, and other communications. May review legal documents including contracts, grant applications, and government communications.
- Coordinate the AZA Accreditation application process in years the application is due (5-year cycle).
- Coordinate special projects and initiatives as directed by the President/CEO.

- Act as a liaison between the President/CEO and internal/external stakeholders, including Zoo staff, Board members, donors, and partners. Develop rapport and regular communication with the staff and advancement teams of donors, Board members, dignitaries, public figures, and elected officials.
- Develop a general awareness of organizational requirements and challenges, using initiative to anticipate and resolve issues and/or provide solutions to facilitate the President/CEO's ability to effectively lead.
- Exercise discretion and confidentiality at all times.

Meeting Coordination:

- Organize logistics for meetings and events, including room reservations, room seating/arrangements, agenda preparation, AV setup, and ordering/overseeing food/beverages setup.
- Attend meetings with the President/CEO and/or Senior Leadership, taking notes, recording minutes, and ensuring follow-up on action items.
- Provide hospitality for guests of the President/CEO and/or Senior Leadership, creating a welcoming environment.

Board Support:

- Provide administrative support to the Board of Directors, including scheduling meetings, drafting agendas, and preparing materials.
- Record and distribute meeting minutes (both full Board and Committee meetings), ensuring compliance with bylaws and organizational policies.
- Maintain updated Board rosters and track meeting attendance.

Communication Management:

- Handle incoming communications for the President/CEO, including phone calls, emails, and mail.
- Draft and review correspondence on behalf of the President/CEO, ensuring timely responses.
- Maintain and update contact lists, and manage relationships with key stakeholders.

Office Management:

- Organize and maintain the President/CEO's office, including filing systems, bookshelves, and inventory management.
- Manage President's office supplies and equipment, coordinating with vendors/other departments as needed.

Fundraising and Development Support:

- Assist the Chief Advancement Officer with scheduling and coordinating donor events, including tours, luncheons, and fundraising activities. May assist with donor engagement and acknowledgement as well as general administrative tasks as requested.
- Support the development team with occasional data entry and CRM management, ensuring accurate and timely records of donations, pledges, and payments. May help with Annual Fund or Membership direct mailers and/or processing of donations/ memberships during busy periods.

Additional Duties:

- Participate as an adjunct member of the Senior Leadership team, attending meetings and contributing to strategic discussions.
- Serve as a backup member of the Switchboard team, directing calls and responding to general Zoo inquiries on an as-needed basis.
- Ability to effectively promote the organization.
- A strong and effective communicator and supportive team player.
- Possess a can-do attitude, be resourceful, and communicate respectfully with everyone.
- Interact with courtesy, professionalism, and respect to staff, volunteers, and guests consistent with the organization's mission and core values.

- Verbal and written ability to communicate with Zoo staff, Board members, Government officials, and other stakeholders. Able to interact positively with a variety of individuals from varied socioeconomical backgrounds frequently.
- Perform other duties as assigned by the President/CEO.

Education/Experience

Required Education/Experience

- Minimum of 2-4 years of experience in executive support/administration, preferably in a nonprofit or similar environment.
- Strong organizational skills with the ability to manage multiple priorities and deadlines.
- Excellent written and verbal communication skills.
- High level of discretion and professionalism in handling confidential information.
- Ability to work independently and collaboratively within a team.
- Extremely proficient with Microsoft Office Suite, particularly Microsoft TEAMS, Outlook, Word, Excel and PowerPoint as well as Adobe Acrobat and ZOOM applications. Proficiency in Google applications a plus.

Preferred Experience, Training and/or Education:

- Associate or Bachelor's degree in Business Administration or related field is a bonus.
- Experience working with a CRM is desired.
- Experience working for a C-suite level executive is desired.

Knowledge/Skills/Other Competencies

- This position requires in-office work and is not eligible for a permanent, remote working arrangement.
- Achieve high performance goals and meet deadlines in a fast-paced environment.
- React with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Be flexible and able to handle multiple tasks using sound judgement to prioritize and assure completion. Handle projects as assigned and work independently with general to minimal supervision.
- Flexibility to work a varied schedule: early mornings, evenings, and weekends are periodically required.
- Must possess or be able to obtain within 30-days of employment a valid New York State driver's license and have an average or better driving record based on the evaluation process of our insurance company. Retention of position is contingent upon maintaining required license. Must upgrade to classification appropriate to requirements (non-CDLC or CDL class).
- Must support Buffalo Zoo's Vision, Mission and Core Values.
- Must support the Buffalo Zoo's DEAI values.
- Successful completion of a post-offer pre-employment general medical screen and drug test.
- Successful completion of a post-offer pre-employment background check.
- Must understand the requirements, essential functions and duties of the position as per the job description, and certify such by signing the job description prior to first day of work.
- Must be able to operate a computer, two-way radio, telephone system, and software on computer, printer, etc. after training.
- Must be willing to comply with department's Personal Protective Equipment (PPE) policies and procedures.
- Must provide proof of negative TB test at hire (test within the last 12 months). TB test conducted annually.
- Regular attendance and punctuality are essential functions of the position.

Physical Demands

A large percentage of the job functions are performed in an office atmosphere. Occasionally, the Executive Assistant is required to attend Zoo events and workshops. Exposure to Buffalo, NY weather environments should be considered.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, and/or crawl.
- Use computer hardware and software for extended periods of time (repetitive motion).
- Sitting for long periods of time.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- The employee is required to work on a desktop computer and office equipment.
- While performing the duties of this job, the employee is regularly required to write, type, talk, and/or listen.
- Ability to walk and/or stand for periods of time.
- Ability to lift and move up to 25 pounds.

The Buffalo Zoo is an at Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.

EQUAL OPPORTUNITY EMPLOYER