



KODIAK AREA NATIVE ASSOCIATION

Executive Office Manager

Full Time/Eligible for Full Benefits Package

Salary/Exempt

Reports To: President and CEO

Summary: Provides executive level assistance to KANA leadership and Board of Directors, and administrative support to the departments within Administration. Contributes to the daily operations of the organization.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Support executive leadership in a wide variety of tasks; develop and maintain effective office systems, including data management, filing, and reporting.

Serve as the point of contact for KANA Board of Directors, ensuring clear communication regarding meetings, events, and other items needing board member attention. Provide exceptional customer service and assistance to board members as needed.

Establish effective interpersonal relationships with staff, management, customers, and visitors; promote an atmosphere that encourages enthusiasm and staff participation in customer service, quality improvement, and stewardship initiatives.

Manage multiple calendars for executive leadership; independently schedule appointments and arrange complex and detailed travel plans and itineraries; compile documents and materials for related meetings, and on occasion, travel with executive leadership to transcribe notes or provide general assistance during meetings or presentations; prioritize tasks and projects daily; and monitor any documents, projects, or materials requiring executive leadership input and/or approval.

Screen incoming calls and correspondence and respond independently when possible. Assure satisfaction of internal and external customers, contribute to the strategic planning objectives for KANA related to customer satisfaction and provide accurate information about KANA's programs and services.

Ensure systems are in place for exceptional customer service and communication with beneficiaries, staff and visitors. Receive and share information, opinions, concerns, and feedback in a courteous and supportive manner.

Compose and assemble confidential correspondence, reports, memorandum and other complex documents as directed. Prepare correspondence for review and signature of executive leadership.

Process check requests and credit card reconciliations for executive leadership and Administration departments as requested in an accurate and timely manner.

Organize activities, events, and conferences; arrange for appropriate venues, catering, invitation of guests, presenters and other supplies while controlling event budget. Assist with the coordination and purchasing of gifts for visitors, beneficiaries, and staff as directed.

Coordinate the planning and preparation for meetings, including the gathering, assembly and distribution of necessary information for review prior to the meeting, bios of attendees, meeting agendas, and other required information. Attend meetings to record pertinent information and ensure follow up.

Manage the tribal membership database and create a system for regular auditing and updating to ensure member information is accurate.

Provide support to departments within Administration in completion of assigned projects and administrative tasks, primarily in the areas of customer service, finance, human resources, information systems, and public relations.

Provide high-level support to individual Board Members as directed.

Maintain accountability for work activities and personal actions; follow through on commitments; maintain the highest degree of confidentiality and discretion regarding all aspects of work at all times.

Education and/or Experience: Associate's degree (A. A.) or equivalent from two-year College or technical school and six years related experience and/or training; or equivalent combination of education and experience.

Strong organizational skills and attention to detail.

Demonstrated proficiency analyzing situations, developing and implementing appropriate solutions, and effectively making decisions independently.

Effective interpersonal and public relations skills as well as effective writing, speaking and reading comprehensive skills.

KANA is an Equal Opportunity Employment (EOE) employer exercising Native preference in accordance with P.L. 93.638

To learn more or to submit an application, visit <http://kodiakhealthcare.org/>.

Please contact the KANA Human Resources office at careers@kodiakhealthcare.org with any questions.