



**Job Title:** Executive Administrative Assistant  
**Reports To:** President & CEO  
**FLSA Status:** Exempt  
**Approved Date:**

## **SUMMARY**

Reporting directly to the President and CEO, the Executive Administrative Assistant (EAA) provides executive support in a one-on-one working relationship. The EAA is to ensure the efficient operation of the Executive Office. The EAA serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the President. The EAA's major responsibilities include scheduling and managing high level correspondence with Board members and constituents, arranges Board and committee meetings, as well as managing special projects assigned by the President or other members of the leadership team.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### Administrative Functions

- Requires involvement with high-level contacts and exposure to sensitive information necessitating considerable use of tact, diplomacy, discretion and judgment when communicating internally and externally.
- Organizes executive officer workflow by maintaining CEO calendar, filing, preparation for meetings and facilitating the progression of variety of projects, reading and distributing incoming mail, filing correspondence and other records. Brings in appropriate stakeholders to move forward emails from CEO.
- Serves as Strategic Plan coordinator by interacting with senior management to facilitate the progression of the strategic initiatives, reporting of such as well as maintaining appropriate overall reporting mechanism of key performance indicators.
- Assist CEO with design, development and ongoing reporting for various activities of the bank utilizing but not limited to Microsoft Word, Excel or PowerPoint.
- Prepares and proofreads routine correspondence, reports, and manuals, using Microsoft Office Suite. Examples include but not limited to letters to customers, shareholders and regulators, investor presentations, reports to Board of Directors.
- Greets visitors and ascertains nature of business and escorts visitor to the appropriate person.

### Board of Directors

- Assist CEO with adherence to compliance of rules set in bylaws regarding board and board committee matters.
- Assist CEO with communications with Board of Directors to include but not limited to meeting schedule, meeting notices and other correspondence.
- Responsible for maintaining the electronic Board of Directors portal and timely advance distribution of materials either in electronic or paper form to the Board of Directors.
- Responsible preparation of minutes of the Board of Directors and various committee meetings as well as maintaining an accurate and accessible filing system of all documents shared with the Board.

### Investor Relations

- Serve as primary internal contact for shareholders regarding questions, selling or purchasing shares utilizing our transfer agent, American Stock & Transfer.
- Assist CEO and CFO with development and maintenance of investor presentations.

### Customer Service

- Ability to meet the public well and to deal effectively with their questions or problems.
- Knows the Bank's products and services thoroughly.
- Serves as a model of excellent customer service by continuously demonstrating a helpful, friendly attitude and a commitment to providing excellent customer service.
- Handles customer complaints or questions and determines the action to be taken to remedy the situation.

Other duties may be assigned.

### **CRITICAL SKILLS**

- Ability to establish and maintain effective working relationships with coworkers, employees, and officials in other departments.
- Must have strong skills in Microsoft Office including Outlook, Word, Powerpoint and Excel.
- Ability to read and interpret documents such as insurance documents, contracts and procedure manuals.
- Ability to quickly assimilate information from various viewpoints, learn new concepts and systems.
- Have strong initiative and ability to focus and multi-task under pressure and fast paced environment.
- Integrity and Confidentiality are priority

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **EDUCATION and/or EXPERIENCE**

Bachelors Degree or High school diploma or general education degree (GED)

At least 2-3 years executive office administrative experience or 5-7 years of general office administrative experience.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Position demands a person with a pleasant and professional personality, high degree of accuracy, attention to detail, good organization skills, and excellent customer service skills.
- Ability to adhere to BCT's Core Values: Integrity, Teamwork, Growth, Customer Commitment, Community Focus
- Ability to work efficiently and accurately in an atmosphere of frequent interruption.
- Ability to understand and carry out oral or written instructions and to request clarification when need.
- Ability to speak in a clear and understandable manner and write legibly.
- Ability to answer telephones and greet public in a friendly and courteous manner.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

### **SMOKE-FREE WORKPLACE**

BCT is a 100% smoke-free company.

### **PHYSICAL DEMANDS**

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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds.