



JOB DESCRIPTION  
Executive Assistant

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1. **Title of Position and Supervisor**

Title: Executive Assistant

Supervisor: Executive Director, Lynn Godec, MSW

2. **Assigned Organizational Unit (e.g., department)**

Business Operations

3. **General Job Summary**

The Executive Assistant (EA) is a professional and personal assistant to the Executive Management Team of the clinic, namely, BOTH the President and the Executive Director. Note, in order to understand the role of the EA in context, the EA should understand the roles of the managers. The Executive Director is responsible for a wide range of operational duties, such as implementation of federal and state rules for clinics and mental health/substance abuse services, personnel and benefits, payroll, accounts payable, expansion of services, and monitoring of policies and procedures. The President is responsible for company policies, strategic planning, dash-boarding company performance, our web site, and clinical training. The Management Team is responsible for fiscal management, marketing, corporate, and professional ethical and legal enforcement.

The EA helps the Executive Director and President to be effective in completing those tasks. For overall maintenance of clinic operations, the EA is responsible for monitoring the “pulse” of day to day clinic activities in order to assist the Executive Management Team when they are not in the office. Additionally, the EA interacts with a broad range of individuals both inside and outside the company. This includes internal collaboration with the SBH Leadership Team. It also includes assistance with external marketing efforts and service expansion in targeted communities. Also, the EA assists the Executive Director’s work of providing a large variety of services to the staff and consumers of the clinic. This includes ensuring monitoring of the key areas of the Clinic

Administrator (Executive Director) role in the areas outlined in DHS 35. The EA assists the President by maintaining organization of files and projects, and the daily calendar, including assisting with caseload tasks.

The tasks of this position are not entirely set; various tasks will be assigned as the need arises. The EA maintains the highest level of confidentiality in all matters related to the clinic, its business, its clients, and its staff members.

#### 4. **Position Qualifications**

- Bachelor's degree in psychology, social work, or a related field.
- A solid desire to be an executive assistant over the long term and to make an important contribution by helping the executive management team be more effective.
- Desire to be an active, contributing member of a dynamic team.
- Professional demeanor, ability to be pleasant and effective with people of varying circumstances and backgrounds.
- Strong interpersonal skills; ability to communicate well orally and in writing.
- Two or more years of experience in office work.
- Strict attention to detail in correspondence, monitoring of procedures, handling financial data, and other tasks.
- Ability to work well under deadline pressure.
- Computer literate, skilled with a broad range of word processing, database, mail merge, and spreadsheet programs, and ready to learn our specialized computer programs.
- Exceptional capacity to be organized AND to help others stay organized.
- Accounting or bookkeeping experience helpful.

#### 5. **Major Duties and Responsibilities**

- Provides the necessary support to the President and Executive Director as may be required. This includes maintaining calendars; meeting organization, agenda and note taking; scheduling appointments; and other assistant functions.
- Monitors the business operation needs when the Executive Team is away from the office.
- Supports and demonstrates a customer service commitment to internal and external customers through adherence to Shorehaven Behavioral Health's customer service standards, protocols and processes.

- Assists the Executive Director in the overall compliance of DHS35 requirements through oversight of essential policies and procedures.
- Understands how applicable laws, regulations, policies, and procedures impact specific job responsibilities and functions.
- Acts to prevent, detect, and report unethical and unlawful business practice.
- Maintains contract files and relationships with contractors.
- Maintains business files and electronic policies, procedures, forms, etc. in a standardized fashion.
- Develops strong customer service relationships with key business contacts.
- Provides periodic reports on areas defined by the executive management team.
- Performs assigned job functions in a fiscally responsible manner and in accordance with SBH policies and procedures regarding business practices.
- Plans work load to meet deadlines and operate with a high degree of independent discretion and confidentiality.
- Composes and customizes correspondence to respond appropriately to customer needs.
- Aides in the development and expansion of social networking, web-site, and other marketing efforts.
- Assists in maintaining a safe business and customer care environment by monitoring and helping the Executive Director in clinic maintenance and routine care needs.
- Maintain marketing materials.
- Maintain project files.
- Assists with special events.

## 6. **Accountability and Benchmarks**

You are hired not merely to perform a job function, but because we believe your skills will make those job functions an effective, integral and important part of growth of SBH and contribute to the welfare of your colleagues, our clients and the community.

You will be making a contribution to the profitability from which you and your team members will benefit.

**Every duty and expectation is your contribution to the welfare of the entire team, the company, yourself and our clients.**

## Customers for Your Job Function

*Clients*- To enhance the well-being, health, quality of life, and lifestyle functioning of clients by assisting the staff to help them receive the help they may need.

*Referral Sources*- To think of SBH as the premier, “go-to” provider to make their work easier because they know they can rely upon Shorehaven and you as a “go-to” person.

*Supervisor*- To contribute to the executive management team, and to appreciate the wisdom and experience of your supervisors.

*Team Members*- To work together to establish set ideals and to develop modern ideas to further expand and develop SBH.

*Company*- To maximize productivity, billable client hours and referral development.

*Yourself*- To work with us on your career development and your job-satisfaction to make this your long-term job career.