



Job Description: **Executive Administrative Assistant**

Reports To: Executive Director

Compensation: \$23 - \$25 per hour

Hours: Full-Time Non-Exempt; may include occasional evening and weekend hours.

Location: Grand Haven, MI office location; serving Kent and Ottawa counties.

Mosaic Counseling is a 501©3 nonprofit agency that has provided vital mental health services to the community since 1978. ***Mosaic Counseling serves the mental health needs of a community through accessible, affordable, professional counseling, by connecting individuals to personalized support in their time of need.***

The Executive Administrative Assistant provides high-level administrative and operational support to the Executive Director, Director of Operations and Programming, and the Director of Strategic Initiatives. This strategic administrative partner is critical to ensuring the efficiency, organization, and effectiveness of executive leadership. The ideal candidate is proactive, highly organized, discreet, and capable of managing multiple priorities in a mission-driven, fast-paced environment. This position requires professionalism, sound judgement, strong communication skills, technology proficiency, and a deep respect for confidentiality.

The ideal candidate will, primarily, believe in and be passionate about the mission of Mosaic Counseling. This passion is imperative to successfully advocate for the essential mental health services that Mosaic provides.

We would like to hear from you if you:

- are passionate about the mission of Mosaic.
- can contribute to a positive work culture.
- conduct yourself in a positive and collaborative manner.
- are driven and goals oriented (measurable).
- are an initiative-taker and strive to think creatively.
- are able to multi-task on a variety of projects AND meet deadlines.
- are a relationship builder and always looking for opportunities to advance the mission of Mosaic.
- have a passion for leading people to individual and organizational success through their performance.
- pay attention to details and pride yourself on accuracy.
- have a proven ability to plan and follow through.
- are punctual to the office and meetings.
- work with an urgency that matches the growing need for the accessible and affordable mental health services that Mosaic Counseling provides.
- have integrity and the ability to maintain a high degree of trust and confidentiality.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Executive Support

- Provide comprehensive administrative support to three senior leaders, including calendar management, meeting coordination, travel arrangements, and correspondence.
- Prepare executives for meetings by organizing agendas, briefing materials, presentations, and reports.
- Anticipate executive needs and proactively address scheduling, logistical and administrative challenges.
- Serve as a professional liaison between executive leadership and internal staff, board members, partners, and external stakeholders.

Operations and Coordination

- Coordinate cross-departmental meetings, leadership team meetings, and board-related activities as assigned.
- Track action items, deadlines, and follow-up tasks to ensure timely completion.
- Support operational workflows related to programming, grants, partnerships, and strategic projects.

Communication and Documentation

- Draft, edit, and proofread professional correspondence, reports, proposals, and internal documents.
- Maintain organized digital and physical filing systems, ensuring accuracy and confidentiality.
- Take meeting minutes and distribute summaries and action items as needed.
- Assist with data collection, reporting, and presentation development.

Confidentiality and Compliance

- Handle sensitive information with discretion, including personnel matters, client-related data, and organizational strategy.
- Support compliance with organizational policies, funder requirements, and nonprofit governance best practices.
- Maintain awareness of HIPAA and other confidentiality standards relevant to mental health organizations.

Administrative and Office Support:

- Support office operations, including vendor coordination, supply management, and general administrative tasks.
- Provide supervision to other administrative staff.
- Assist with onboarding for new staff and consultants.
- Perform other duties as assigned to support organizational effectiveness.

Technology and Systems Management

- Demonstrate advanced proficiency with office productivity tools (e.g., Microsoft Office, Canva, One Drive, Calendar systems).
- Utilize project management, scheduling, and communication platforms to support executive workstreams.
- Learn and adapt to Mosaic Counseling's internal systems. Electronic Health Record-adjacent platforms (Salesforce as applicable), and evolving technology needs.
- Support virtual and in-person meetings including setup, materials distribution, and follow-up documentation.

QUALIFICATIONS:

- Associate or bachelor's degree in business administration, Nonprofit Management, or a related field (or equivalent experience).
- Three to five years of executive or senior-level administrative support, preferably in a nonprofit setting.
- Project coordination or light project management experience with attention to detail and follow through.
- Exceptional organizational and time-management skills with the ability to manage competing priorities.
- Excellent written and verbal communications skills.
- High level of professionalism, discretion, and emotional intelligence.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Ability to work independently and collaboratively as appropriate.
- Experience in or familiarity with nonprofits.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This position is a 40+ hour non-exempt position at Mosaic's main office in Grand Haven, MI. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

- Ability to work in an office environment requiring standing, sitting, keyboarding and movement around the facility.
- Ability to travel and attend off-site meetings and events.