

Scorecard - Executive Assistant

Role: Executive Assistant

Mission/Purpose: The purpose of the Executive Assistant role is to make the CEO less stressed and more productive in his professional life. You are in charge of running his life. Anything that can be taken off his plate, should be. This frees up the CEO's time to work on high leverage activities that drive the company forward, creating growth, jobs and opportunities for everyone involved. This also allows the CEO to 'turn off' completely during personal time and recharge so that he can give 110% while working on the business.

Reporting Relationships: Chief Executive Officer

Daily responsibilities:

1. Provide administrative and secretarial support to the CEO.
 - Prioritise and ensure that reports, business papers and correspondence are dealt with efficiently and promptly.
 - Filing, preparation, collation and distribution of supportive documentation, notes and correspondence.
 - Advise the CEO of matters requiring personal attention, with associated deadlines, and preparing relevant documentation.
 - Managing the CEO's calendar efficiently. You need to book appointments and meeting on his behalf and make sure they are taking place according to the schedule swiftly.
 - Deal with matters requiring attention, or refer them to the appropriate person in the absence of the CEO.
 - Negotiate better terms, better pricing on the CEO's behalf. Also check and pay for his bills.
 - Onboard the new team members on CEO's behalf and provide them with necessary systems and support required.
2. Provide administrative and clerical support to the meetings and arrange functions.
 - Organise the meeting and arrange for all the essentials required to run the meeting.
 - Take notes or minutes of various senior executive & stakeholders and other meetings when required.
 - Check agenda and supportive documents and notes.
 - Check details in all paperwork working with others as necessary.
 - Identify and take any follow up action arising from the notes that are required.
3. Correspondence and communication.
 - Deals with correspondence addressed to the CEO.
 - Assists with presentations for CEO.
 - Manage communication to CEO by screening calls, letters and emails. Determine which require priority and bring to CEO attention and which communication is appropriate to deal with independently.
4. Helping your team develop, run and grow.
 - You are the extension of the CEO and therefore you need to help and facilitate his team in a way that they can develop, run and grow.



- Answer and solve all the miscellaneous questions that come by the team with a fast response rate.
 - Create and enforce systems & playbooks for the team for swift operations. You need to rally the team on behalf of the CEO.
 - You need to provide inspired leadership for the organisation on behalf of the CEO.
5. Delivering special projects.
 - Carry out special projects as allocated by Chief Executive Officer.
 - Carry out research and analysis that may be needed for projects.
 - Communicates with stakeholders, clients to achieve aims of projects.
 - Monitor progress of projects allocated to staff by CEO. Prepare reports to CEO on progress and implement any actions.

Role Competencies:

1. **Interpersonal skills** - Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
2. **Organisation and planning** - Able to organise or schedule tasks. Develops realistic action plans while being sensitive to time constraints and resource availability.
3. **Eye for detail** - Always accurate and a focus on getting things right first time.
4. **Strong verbal communication** - Speaks in a clear succinct manner and tailors language to suit target audience.
5. **Strong written communication** - Communicates ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients.
6. **Conflict resolution** - Defuses and resolves conflict in a range of situations, where tact and diplomacy are required.
7. **Analytical capacity** - Across multi-dimensional areas, assesses complex information, quickly perceives implications and makes sound strategic judgements.
8. **Problem solving** - Quickly defines complex and ambiguous problems, pinpoints key issues and develops workable solutions.
9. **Results driven** - A capacity to maintain focus on the desired outcome of any project.
10. **Attitude for learning** - Learns new skills and ideas quickly and assimilates complex information, applying knowledge gained to a new setting.
11. **Integrity with commitments.**
12. **Aggressiveness and hustle.**

What technical skills you require to perform in this role:

1. Zoho suite
2. Maintaining Google calendar
3. Email étiquettes.
4. Zoom
5. Mac OSX

Cultural fit:

1. Don't deliver a product, deliver an experience.
2. Underpromise, Overdeliver
3. If you are five minutes early, you are already 10 mins late.
4. Without passion you don't have energy, without energy you have nothing
5. Innovation distinguishes between a leader and a follower



6. Wisdom is in knowing what you don't know.
7. Great things in a business are never done by one person, they are done by a team of people.
8. Your will is the most accurate way to predict your future.
9. Our customers are our brand ambassadors
10. Integrity is doing right even when no one is watching.
11. Focus on your customer and lead your people as through their lives depend on your success.
12. It's very important to have a feedback loop, where you are constantly thinking about what you have done and how you could be doing it better.
13. Kaal kare so aaj kar, aaj kare so abh - Kabir.

Outcomes / Responsibilities:

30 day targets

1. Learn the entire business process, systems and product/service offerings to be effective in the position.
2. Create a rapport with the entire team.
3. Take over regular calls, organisation & co-ordination.

60 day targets

1. Start delivering ideas for better practices.
2. Start Conducting Daily, Weekly, Monthly & Quarterly Meetings

90 day targets

1. Support the CEO by all means possible.

KPI's:

1. Number of hours spent on tasks that could have been delegated. (<4 hours)
2. Employee promoter score
3. Labour efficiency rate

Conclusion:

We are looking for dynamic millennial's & gen-z's with 5-8 years of rich experience. Start Up experience is a “++”.

Location - Goa & Gujarat

CTC - 10-12 Lakhs + PB + ESOP. (Flexible)

Please read the above scorecard carefully as every word has been thought through & is drafted to find us the most compatible match for our company.

If you feel you are the right fit for this role, please apply to the position on <https://www.renevik.com/career>.

