

New England Life Flight, Inc
Personnel Policies

I. POSITION EXECUTIVE ASSISTANT

II. PRIMARY PURPOSE

Under the direction of the Chief Executive Officer, performs administrative duties in support of the Chief Executive Officer (CEO), Chief Financial Officer (CFO) and office at large.

III. ESSENTIAL DUTIES

- A. Maintain calendar and provide a high level of personal support for CEO. Act as the liaison and gate-keeper to the CEO's office.
- B. Represent CEO as needed on telephone and in person.
- C. Serve as liaison to Board of Directors to include:
 - Coordinate and schedule all Board of Directors meetings.
 - Prepare and distribute materials and correspondence from CEO and CFO to Board of Directors.
 - Attend meetings, take and prepare minutes for distribution.
- D. Coordinate and schedule of all NEAA (North East Air Alliance) meetings and other related duties.
- E. Compose letters, memos and presentations in an appropriate format from outline notes, verbal instructions, and dictation or independently from knowledge of circumstances and policy.
- F. Assist, when directed, with creation of brochures and promotional/informational materials.
- G. Plan, coordinate and direct activities associated with social activities at BMF in conjunction with the CEO and CFO.
- H. Maintain positive communication (written and spoken) effectively while interfacing with fellow employees, patients, referring hospitals, and the community at large.
- I. Assist in general office support as needed.
- J. Work collaboratively with all support personnel to maintain a feeling of team spirit. Provide back-up support for receptionist and other support staff in their absence. Other duties as assigned by the CEO and CFO as needed.

IV. POTENTIAL DUTIES

- A. General errands requiring use of personal vehicle.
- B. Miscellaneous tasks delegated by CEO, CFO and Operations Managers.
- C. Occasional night or weekend commitment for scheduled events (2-3 times a year).

V. MINIMUM QUALIFICATIONS

- A. 3+ years previous executive level administrative support experience. College degree preferred.
- B. Able to maintain strict level of confidentiality as well as demonstrate sensitivity, discretion, good judgment, tact, diplomacy and maturity.
- C. Excellent writing skills required. Must be able to read, write, speak and comprehend the English language without restriction.
- D. Demonstrated communication, interpersonal and organization skills as well as keen attention to detail.
- E. High energy level and eagerness to learn. Must be able to manage the manager.
- F. Flexible, adaptable, reliable, meticulous and able to prioritize in a constantly changing environment.
- G. Customer service skills and ability to communicate verbally and in writing with a wide range of personalities.
- H. Proficiency in Microsoft Office a must including Outlook, Word, Excel and PowerPoint.
- I. Must be able to sit at an ergonomically correct computer station for extended periods of time.

VI. NOTES

FBI and Mass CORI background checks will be performed prior to employment.

Updated 11/2011

