

TSC Alliance
Silver Spring, Maryland

Executive Assistant

The TSC Alliance® is an internationally recognized nonprofit that does everything it takes to improve the lives of people with tuberous sclerosis complex (TSC). We drive research, improve quality care and access and advocate for all affected by the disease. The TSC community is our strongest ally. The collaboration of individuals and families, along with the partnership of other organizations, fuels our work to ensure people navigating TSC have support—and hope—every step of the way.

- We use a comprehensive approach to improve quality of life for people with TSC—fueling promising research while making sure that, day-to-day, individuals are diagnosed early and receive the highest quality care available. We also use our voice in policy around equitable healthcare access and federal funding for TSC research.
- Our work wouldn't be possible without the commitment of our community. Advancing research requires dedicated investigators, individuals with TSC, government and industry. Improving quality of and access to care demands healthcare professionals and dedicated volunteers. Raising awareness requires the work of families, individuals and volunteers.
- We strive to create an environment where all individuals feel included, our organization reflects and serves the broad diversity of our community, and we bridge health inequities.
- We bring together thousands of supporters to fuel our mission. We aim to fundamentally transform our donor base and increase funds available for research, community programs and advocacy to create a brighter future for everyone impacted by TSC.

This full-time position will be based in the TSC Alliance office in Silver Spring, Maryland with a hybrid work schedule (Monday, Tuesday and Wednesday in office, and the option of Thursday and Friday to work from home). The Executive Assistant will act as a liaison between the President and CEO and other constituencies, including, but not limited to, board members, donors, legislators, volunteers, community members, staff, and external partners.

The Executive Assistant will be responsible for a broad range of administrative and coordinator duties and the position will require initiative, judgment, and independent decision-making ability. The person in this role must project warmth and enthusiasm toward internal and external stakeholders. The position requires the ability to meet deadlines and the demonstrated ability to handle confidential information in a professional manner. The Executive Assistant must exhibit the ability to collaborate with others to achieve actionable results.

ORGANIZATIONAL STRUCTURE AND INTERFACES

Reports to: Chief of Staff

Primary Interfaces (internal): CEO, CSO, CFO, Senior Director, Communications, VP Donor Relations, VP Translational Research, Director Outreach and Support, Director, Community Programs, Director Government and Global Affairs

Primary Interfaces (external): Board members, community volunteers, major donors, corporate partners, vendors, individuals with TSC and their families/caregivers

RESPONSIBILITIES

Direct Support of the CEO:

- Act as a gatekeeper to ensure the CEO's involvement in project or decision-making processes takes place at key times, where her input and authority are most needed.
- Manages CEO's calendar and arranges all travel accommodations.
- Prepare for and follow up on meetings, ensuring the CEO and meeting participants have the information necessary to be productive and engaged.
- Gathers all monthly time allocation reports for CEO approval.

Board Management:

- Collect data from across the organization for monthly CEO reports and prepare draft reports.
- Update board organization membership list(s).
- Take meeting minutes for appropriate Board Committee meetings.

Meeting and Event Preparation:

- Assist Chief of Staff in coordinating event logistics (including for Board Meetings, donor events, conferences, and others), preparing meeting materials, and providing on-site supervision of registration.
- Assist CEO and board members with board-related travel and onsite administrative support.
- Serve on staff retreat planning committee and take meeting notes.

Administrative Duties:

- Primary telephone operator for the organization between 8:30 a.m. to 5 p.m. ET.
- Ensure complaints are handled tactfully, promptly, with genuine concern and according to company guidelines.
- Manage the reception area and greet and direct all visitors.
- Handle distribution of TSC information to volunteers, constituents, and non-members via mail, email, and phone, including providing support for large mailings, meeting packages, or event materials.
- Act as backup to Development Coordinator and as needed will open and distribute mail; log any checks received by mail at the TSC Alliance to maintain internal controls and work with accounting and development staff to ensure accuracy of daily deposits.
- Update and coordinate available resource materials onsite and offsite via storage facility.
- Monitor and maintain office supplies.

Other:

- Enhance professional growth and competence through study and participation in conferences, workshops and professional related organizations.
- Represent the organization at special events, community alliance meetings, and other public functions.
- Attend administrative meetings as required.
- Act as a team player and communicate special event information within the organization.

- Maintain positive relationships with volunteers, colleagues, board members, and other constituents.
- Overnight travel will be required 2-4 times per year.
- Perform other duties as assigned.

CORE VALUES

Build Value-Based Relationships: Generating alliances internally and externally by continuously identifying and acting on those things that will create success for the organization and its constituents, researchers, health care professionals and communities.

Contribute to Team Success: Actively participating as a committed member of a team and working with other team members to help complete goals and deliverables.

Customer Focus: Making customers (external and internal) and their needs a primary focus of one's actions; developing and sustaining productive relationships; and creating and executing plans and solutions in collaboration with team members internally and externally.

Provide and Accept Feedback: Objectively observing, analyzing, and sharing perception of other people's performance to help reinforce or redirect behavior to improve performance and results and providing feedback that is timely, specific, behavioral, balanced and constructive.

Work Standards: Setting high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; and self-imposing standards of excellence rather than having standards imposed.

Consult: Providing timely, specific information, guidance, and recommendations to help volunteers, Community Alliances and fellow staff members make informed committed decisions that will lead to sustainable impact.

Establish Collaborative Working Relationships: Developing and using collaborative relationships to accomplish work objectives; developing relationships with other individuals by listening, sharing ideas; and appreciating others' efforts.

Equity, Diversity and Inclusion: Ensure equity, diversity and inclusion permeate our organization and our work.

Successful completion of the projects noted in the success factors above requires cooperation with our staff team, board, volunteers, donors and key corporate and foundation partners. Quickly establish working relationships to complete projects as described above.

QUALIFICATIONS

- Bachelor's Degree or equivalent combination of education and/or work experience.
- Three years of administrative work experience in a similar executive assistant or administrative support for a senior-level position.
- Creative, detail-oriented, high-energy, hands-on professional with the ability to multi-task in a fast-paced environment.
- Proficiency in MS Office (Word, Excel, PowerPoint, etc.) is required, and Blackbaud's "Raiser's Edge" (or similar) database is a plus.
- Must operate well in a team environment as well as perform job duties with little supervision.

- Work collaboratively with internal and external constituents.
- Demonstrate commitment to efficiency and productivity, and maintain an organized and professional environment.
- Comfort working within and creating processes and procedures.
- Excellent written and verbal communications skills.
- Excellent interpersonal skills.
- Must be able to lift up to 30 lbs.
- Willingness to work a flexible schedule, including occasional evenings and weekends, as needed.
- Fluency in Spanish a plus.
- Commitment to TSC Alliance mission.

To apply, please email a cover letter and resume to Rachel Wojnilower at rwojnilower@tscalliance.org. To demonstrate attention to detail, please address the cover letter to "The TSC Team."

Deadline: Monday, May 19