



Title: Executive Office Manager

Term: Permanent, full-time remote position

Reporting Relationship: The position will report to the Director of HR & Operations, and will work closely with the Chief of Staff, Finance Team, and President & CEO.

Salary: Salary will be commensurate with experience and geographical location

About:

ICHOM, an established U.S. based nonprofit organization seeks professional staff to support executive office and operational functions of a fully remote environment. ICHOM was established in 2012 to define healthcare outcomes most important to patients receiving care, and to develop internationally relevant tools, programs, and practice initiatives to drive the adoption of outcomes measurement as the standard of health and value. To date, the organization has defined patient-important outcomes in 46+ health conditions and fosters a community of practice that includes over 30,000 providers, patients, payers, regulators and others devoted to value-based healthcare on six continents. Our work has been co-developed and co-authored with leading clinical, research and patient experts and has been published consistently in the major peer-review publications. Governed by a volunteer Board and staffed by personnel in North America and Europe, ICHOM is a thriving actor leading transformational change in healthcare globally. Applicants can learn more about ICHOM at www.ichom.org.

Job description:

The Executive Office Manager is responsible for overseeing and managing the President & CEO's scheduling and administration functions and supporting Board. The Executive Office Manager will act as a gatekeeper to the ICHOM President & CEO and will manage an extremely busy schedule and correspondence. This role will report to the Director of HR & Operations.

Executive Assistant duties for the President & CEO:

- Administrative tasks for the President & CEO, including calendar management, and document triage
- Plan and coordinate the executive schedules and act as an efficient “gatekeeper” and “gateway” for internal and external requests
- Carry out background research for appointments in the calendar and add to the calendar so that the CEO is up to speed on any meetings in the diary
- Manage the CEO's email, including triaging, responding, and forwarding as appropriate
- Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities
- Research and prioritize incoming issues and concerns addressed to the CEO including those that are sensitive/confidential. Determine appropriate courses of action with consultation from the Chief of Staff, Director of HR & Operations, Finance Team, and CEO, as necessary.
- Communicate directly with and on behalf of the CEO to Board, staff, donors, and other stakeholders as necessary.
- Help the CEO to ensure prompt responses are sent to Board Members, VIPS, funders, etc.
- Manage the CEO's travel schedule, developing itineraries and agendas, booking transportation,





- arranging accommodation and meeting rooms where appropriate
- Prioritize conflicting pressures; handle matters quickly, effectively, proactively, and to the highest standard, following through all projects to successful completion
- Provide support and liaison for Board and governance administration, including:
 - Meeting coordination and management
 - Creation of Board minutes and action summaries
 - Communication with Board members and responding to requests for support
 - Manage internal governance processes, e.g. COI annual reporting for Board and staff
 - Maintain discretion and confidentiality in relationships with all Board members
 - Help the Chief of Staff monitor actions outstanding from the previous Board meetings
 - Secure timely mailings before and after meetings ensuring materials are sent in a timely manner and actions are sent out in a timely manner according to the agreed process

General Operations Management:

- Work with team to organize staff travel arrangements, including hotel arrangements (including conference travel)
- Assist the Director of HR & Operations with planning offsite events
- Assist the Director of HR & Operations in coordinating IT (hardware and software) requirements
- Assist the Director of HR & Operations organize the servicing of equipment when appropriate
- Assist the Director of HR & Operations to maintain the equipment log
- General day-to-day support to the Director of HR & Operations, and Chief of Staff

Finance Duties:

- Create all POs in the Xero accounting system
- Light bookkeeping (ie data entry) to Xero at direction of Finance team
- Assist the Finance Team with bill.com implementation
- Assist the Finance Team with Chase Credit Card tracking and reconciliation
- General day-to-day finance support to outsourced Finance Team, Finance Agency, Chief of Staff, and the CEO

Requirements/Skills:

- Very strong organizational skills, with outstanding attention to detail
- Very strong interpersonal skills
- Very strong written and verbal communication skills
- Very strong decision-making capability and proactive approaches to problem-solving
- Excellent team player
- Proven ability to handle confidential information with discretion, be adaptable to competing demands, and demonstrate the highest level of customer/client service
- When solving problems, actively seeks opportunities and proposes solutions
- Experience in supporting C-Suite executives, preferably in a non-profit organization
- Fluency in English as a primary written and spoken language
- Proficient in Microsoft Office, G Suite
- Experience using Asana and Xero as a bonus
- Basic bookkeeping skills are preferred, but not required as training will be provided

