



Job Opportunity

Family Voices is looking for a highly organized, proactive, and people-centered Executive Assistant to support the Executive Director, Executive Team, and Board of Directors. This is a long position description. We designed it this way to be transparent about the range of responsibilities and the expectations of the professional in this role.

Title: **Executive Assistant (Remote)**

Reports to: **Executive Director**

Summary: The Executive Assistant is a skilled member of the Family Voices team. This is a dynamic role in which every day will look different. It requires someone who is organized, strategic, and able to manage and balance multiple projects and tasks while communicating effectively. We seek someone with experience providing senior-level administrative support and individualized assistance to staff with diverse skill sets and roles. The Executive Assistant will act on behalf of the Executive Director of Family Voices, both internally and externally. They must tenaciously track details and bring a meticulous level of detail to planning and coordination. The Executive Assistant functions in a multi-pronged role, providing senior-level administrative support in three areas: for the Executive Director, for the Family Voices Board of Directors, and for senior management staff, as needed.

Position Status: This is a full-time (40 hours per week), exempt position with benefits.

Compensation: The salary range for this position is \$79,800 - \$88,200 annually.

Work Location: This is a primarily remote position, with a preference for candidates in the **Cleveland, OH** area to allow for in-person collaboration with the Executive Director.

- Required travel two to three times per year to in-person conferences, Board meetings, and staff meetings.

- While the Executive Assistant's work schedule can be flexible, they must always be available between the core hours of 10 a.m. – 4 p.m. Eastern.
- They must also be available to manage the logistics for and participate in evening Board of Directors remote meetings at least twice monthly.

Responsibilities and Duties

The Executive Assistant serves as a central member of the Family Voices team. This role demands a tenacious, detail-oriented professional who takes full ownership of tasks from start to finish and who keeps a constant eye on building efficiencies. A successful Executive Assistant will think of all tasks and projects as essential to the Executive Director's and organization's success. They are a strategic gatekeeper who optimizes the Executive Director's time by managing information flow with exceptional discretion and persistent organization. The ideal candidate is comfortable serving as a key liaison across internal and external stakeholders. Success in this role requires someone who anticipates needs, follows up relentlessly, remains calm under pressure and tight timelines, and thrives in a fast-paced environment where trust, initiative, and precision are crucial.

Executive Director Support:

- Serve as initial point of contact for internal and external needs of the Executive Director's time, ensuring that important information is relayed, escalated issues are flagged and resolved, and mediocre matters are solved by appropriate parties.
- Manage the Executive Director's email inbox, including email triaging and filtering, calendar integration, drafting and responding to emails on behalf of Executive Director in line with agreed upon standards and norms, response follow-up management, and inbox maintenance.
- Strengthen internal communications and develop and refine mechanisms for teams to work more effectively together, in collaboration with the leadership team.
- Handle questions and requests on behalf of the Executive Director, using sound judgment in determining when and how the Executive Director should be engaged on an issue.
- Support the Executive Director's management of leadership team and staff meetings, including agenda management and distribution.
- Support the Executive Director's management of direct reports and consultants.
- Attend meetings as requested to capture minutes and next steps.
- Coordinate travel arrangements and provide additional support with travel-related requests.
- Draft correspondences, including thank you letters for sponsorships/donations and letters of support.
- Maintain confidentiality of highly sensitive information.
- Provide technology and administrative support to the Executive Director as needed.

- Provide other administrative support as needed.

Board of Directors Support:

- Act as liaison to the Board of Directors (BOD) by managing all board logistics, including:
 - Point-of-contact for all FV Board members
 - Maintain Board Calendar of Events and ensure all members have sufficient notice of upcoming meetings and assignments
 - Schedule board meetings and other board-related meetings, as needed
- Facilitate Board meetings by:
 - Tracking and disseminating all meetings materials and notifications to Board members.
 - Maintaining an electronic filing system of all Board documents and other required documentation.
 - Assisting committee chairs in scheduling meetings, taking notes, and providing follow-up, as needed.
- Oversee the planning and execution of the annual in-person Board meeting by
 - Booking venues, assisting in finalizing contracts, and coordinating personnel for the event (i.e. hotel, restaurant, meeting catering, audio/visual, speakers, etc.).
 - Coordinating, tracking, and maintaining all meeting documents to be sent by email and to the printer.
 - Handle day-to-day administration of events and programs, including vendor monitoring, travel planning for attendees, restaurant reservations, attendee participation, RSVP tracking, and issue resolution.
 - Serving as the onsite logistics and troubleshooting point of contact.
- Provide other administrative/clerical support to Board members as needed.

Senior Management Support:

- Assist with administrative tasks for the organization including purchasing, information technology, printing, record-keeping, and other activities.
- Conduct general office activities such as:
 - Assist with mass mailings, especially mail merged documents.
 - Create and update staff fillable forms.
 - Enter donations received into the organization's database (Salesforce) and send acknowledgment receipts to donors by email and mail, when necessary.
 - Regularly perform data entry in organization's database (Salesforce).
 - Track and follow-up on regular staff data reports.
 - Generate shipping labels as needed for staff.
 - Collect and sort the mail weekly, if near our Concord, MA office.
- Make travel arrangements for staff, as required.

- Organize, facilitate, and host staff and network video conference meetings, including:
 - Developing agenda items
 - Collecting meeting materials
 - Hosting Zoom calls
 - Taking meeting minutes
- Oversee the planning and execution of the annual in-person Staff Retreat including:
 - Establish Planning Committee and facilitate those meetings.
 - Book venues, assist in finalizing contracts, and coordinate personnel for the event (i.e. hotel, catering, audio/visual, speakers, etc.).
 - Coordinate, track, and maintain all meeting documents to be sent by email and to the printer.
 - Handle day-to-day administration of events and programs, including vendor monitoring, travel planning for attendees, restaurant reservations, attendee participation, RSVP tracking, and issue resolution.
- Provide other administrative/clerical support as needed

Qualifications and Skills

- A minimum of three years of experience in a similar role.
- Prior experience providing clerical and administrative support.
- Demonstrated patience, attention to detail, and accuracy.
- Specific evidence of capacity to work independently and collaboratively in a virtual workspace.
- Proven success in a similarly dynamic role with the ability to complete tasks and projects with skillful oversight and support.
- Able to motivate staff and Board to complete tasks and meet deadlines.
- Committed to treating all tasks with equal importance.
- In-depth understanding of entire MS Office suite and range of other software applications related to communication, teleconferencing, fiscal, and team project tracking and collaboration.
- Ability to set and adjust workload priorities daily.
- Excellent problem solving and critical thinking skills.
- Excellent organizational and administrative skills.
- Professional-level speaking and writing skills.
- Demonstrated willingness and ability to work both independently and collaboratively with others, sometimes in a high-stress, fast-paced environment.
- Ability to be flexible, proactive, resourceful, and efficient with a high level of professionalism.
- Candidate must have dedicated workspace at home that facilitates productivity.
- Preference will be given to multilingual applicants and those with lived experience as a family member of individuals with special health care needs.

Compensation

- The annual salary for this position is \$79,800 - \$88,200.
- A choice from three comprehensive medical insurance options; Family Voices contributes 80% towards premiums for staff and dependents.
- Dental and vision insurance; Family Voices contributes 80% towards premiums for staff and dependents.
- Generous vacation leave starting at 12 days annually for new employees.
- Twelve days of annual sick leave.
- Fifteen paid holidays per year.
- Paid parental leave.
- Retirement plan with an up to 6% employer contribution.
- Employer-paid short-term and long-term disability insurance.
- Employer paid life and accidental death & dismemberment insurance.
- Access to a Flexible Spending Account for healthcare and dependent care expenses.

Location

This is a primarily remote position, with a preference for candidates in the **Cleveland, OH** area to allow for in-person collaboration with the Executive Director.

- There is some required travel to in-person conferences, Board meetings, and staff meetings.
- While the Executive Assistant's work schedule can be flexible, they must always be available between the core hours of 10 a.m. – 4 p.m. Eastern time. They must also be available to manage logistics and participate in evening Board of Directors remote meetings at least twice monthly.

Interview Process

Given the essential nature of this role, candidates will be asked to take part in a multi-phase interview process including:

- An initial phone interview with our HR Partner, that will include the completion of a brief pre-interview form to gather software experience information.
- Taking the CliftonStrengths 34 Assessment and sharing your results with our HR Partner and Executive Team.
- A Zoom or in-person interview with the Executive Director.
- A final panel interview conducted via Zoom in two parts; one part with two – three Family Voices staff members and a second part with the Executive Team.

How to Apply

Please submit your resume and cover letter to apps-exec-assistant-0426@familyvoices.org. Applications without a cover letter will not be considered. The deadline to apply is Friday, May 22, 2026.

If you require accommodation or assistance with our application process, please send an email to bobbi@familyvoices.org.

Family Voices does not accept solicitations of any kind from job placement services or phone calls from prospective candidates.

About Family Voices:

Family Voices is a national, family-led organization of families and friends of children and youth with special health care needs (CYSHCN) and disabilities. Family Voices focuses on achieving social justice and health equity by ensuring that families are at the center of children's healthcare. We connect a network of 64 family-led organizations across the States, territories, and tribal groups that provide support to families of CYSHCN and help them navigate healthcare systems. We promote equitable partnerships with families at all levels of health care including individual and policy decision-making levels, to improve health care services and policies for children with special healthcare needs and their families.

Family Voices provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, national origin, religion, age, sex (including pregnancy, gender identity, or sexual orientation), parental status, disability status, genetic information (including family medical history), military service, political affiliation, or other non-merit-based factors.

These protections apply to all management practices and decisions, including recruitment and hiring, promotions and training, and career development programs. Consistent with these obligations, Family Voices also provides reasonable accommodations to employees and applicants with disabilities and for sincerely held religious beliefs, observances, and practices.

Nothing in this job description or advertisement postings guarantees employment.