



QUALITY MEASURES

131 Hanbury Road, West, Suite C1  
Chesapeake, VA 23322-4379

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**Position Title:** Executive Assistant to the CEO

**Hiring Status:** Full-Time Salaried with Benefits

**Application Closing Date:** Review will begin on March 1 and remain open until position is filled

**Salary:** Open to negotiation

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### **COMPANY OVERVIEW:**

Quality Measures LLC is a Virginia-based consulting firm specializing in independent comprehensive evaluation services and capacity building. Established in 2009, the firm has completed over 120 evaluations with colleges, universities, community-based organizations, and governmental agencies throughout the country. Our team members work collaboratively with clients to ensure high quality, purposeful, and timely data are provided for decision-making in a respectful and solution focused atmosphere. We are looking for an amazing, full-time executive assistant to join our energetic and solution-focused team and support the CEO.

### **POSITION OVERVIEW:**

This is a full-time position reporting to the CEO. For this role, you will need to live in the Hampton Roads area and be willing to work in our co-working space in Chesapeake, VA. Typical hours are currently 8:30 to 5:00 PM with a 1-hour lunch. Occasionally, there may need to be additional hours during high-volume work seasons.

### **MISSION:**

The mission of the Executive Assistant is to stay several steps ahead of the CEO, tracking all administrative details, and clearing the path for her to make her greatest contribution to Quality Measures and its clients. The Executive Assistant will be a key asset to the CEO by anticipating needs at an exceptionally high level, allowing her to develop vision and strategy for all aspects of the company to reach our goals.

While repetitive tasks are certainly part of this position, the tasks assigned can vary from week to week based on the CEO's needs and the needs of the business. The most important responsibility of the Executive Assistant is to ensure that the assigned administrative tasks and projects are completed with a high level of efficiency, confidentiality, accuracy, flexibility, and positivity to support the initiatives of the CEO as well as demonstrate cultural sensitivity/awareness in a respectful and civil manner.

### **RESPONSIBILITIES:**

The Executive Assistant (EA) will have the following primary responsibilities:

- Serve as primary lead on all clerical tasks and workflow
  - Manage meeting setup including preparing agendas, printing financial reports, taking notes, distributing action items, and arranging catering
  - Communicate on behalf of the CEO both internally and externally when assigned
  - Email management on behalf of the CEO, as assigned
  - Run errands and attend in person and virtual meetings as needed
  - Calendar management and scheduling (both personally and professionally) on behalf of the CEO and QM Team (when requested)
  - Varying professional administrative tasks including, but not limited to, booking appointments, research projects, coordinating and booking travel, and ordering gifts/flowers
  - Project coordination, minimum Human Resources duties, and timesheet monitoring
  - Manage and monitor all accounts receivable and invoices
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*Measure What Matters*

131 Hanbury Rd, W. Suite C1 \* Chesapeake, VA 23322 \* (757) 410-9812 (Office) \* 757-410-9814 (Fax) \* [www.qualitymeasuresllc.com](http://www.qualitymeasuresllc.com)

- Work with the Administrative Assistant in managing accounts payable

### **PROFICIENCIES:**

- **Human Resource Compliance Knowledge:** The CEO's EA will be comfortable researching and remaining abreast of HR expectations for small business as identified by the Department of Labor and the Commonwealth of Virginia via QM's payroll company software. The EA will keep the CEO abreast of what issues need attention and research various HR issues when strategic staffing decisions are being considered. A certification is not required.
- **Quality Communication:** The EA must be an excellent communicator, in both written and oral forms. This includes proficiency in spelling, grammar, and punctuation as well as productive, culturally sensitive, and positive language. This also includes being able to take a large amount of information and summarize it quickly both in writing and orally when needed. The EA must be able to track communication (and be highly responsive) across multiple channels without losing any details. Those channels could be in-person meetings, virtual video calls, text messages, and emails.
- **High Level of Discretion:** Since our EA will work with confidential information, regularly, discretion regarding sensitive information is a must. In addition to working directly with the CEO, the EA will also work with members of the QM team (On-Site and the Remote Team Lead). It will be critical that the EA can communicate well with these team members and maintain a can-do spirit.
- **Anticipating Needs:** As part of the commitment to ensuring that the CEO is at the top of her game to serve the company and clients, the EA will strive to anticipate needs and eliminate roadblocks whenever possible. This means knowing how to stay several steps ahead of the CEO, clearing the path for her to make her greatest contribution.
- **Affinity for Technology:** The EA will be a technologically savvy as a Windows PC user and not be intimidated by learning new technology or researching other technological platforms to make recommendations for more efficient workflow. Proficiency in the following platforms is ideal, Google Suite, Microsoft Office Suite (MS Planner, Sharepoint, Teams, etc.), and Zoom.

### **REQUIREMENTS:**

**Education:** Associate's degree required, Bachelor's degree preferred.

**Experience:** 5 to 10 Years of experience

**Physical:** Ability to bend, reach and lift boxes, and office supplies up to 30 lbs

**Team Member Type:** Full-Time with health, dental, and vision benefits available

**COVID-19 Precautions:** Quality Measures LLC takes all known and necessary precautions to ensure the safety of all team members, their families, and QM visitors, and clients. In response, we have implemented protocols based on CDC guidelines as well as other federal, state, and local health officials. These include, but are not limited to, sanitizing, distancing, and masks in the office space.

### **APPLICATION INSTRUCTIONS:**

Please email a resume, cover letter, and contact information for three professional references as **ONE** pdf file addressed to [gleethomas@qualitymeasuresllc.com](mailto:gleethomas@qualitymeasuresllc.com) with "QM Executive Assistant Application" in the subject line.