



Post: Executive Assistant to MD

Department: Operation

Location: Mumbai-Goregaon

Reporting To: Managing Director

Key Tasks and Responsibilities: Executive Assistant

- Manage emails, information, and other communications; answer where possible – highlight and prioritise those that need MD attention
- Plan and maintain MD's calendar and recurring tasks, arrange appointments, organise and set agendas and action points for all his meetings
- Act as 'follow-up Manager' across the Board and Senior Leadership Team to ensure that a wide range of agreed actions are being executed
- Type up notes, emails, presentations and reports; circulate and file information effectively
- Book transport and accommodation as and when required
- Attend Senior Leadership Team meetings, off-site quarterly days and other strategic meetings to take notes and action points
- Collaborate effectively with all staff, clients, and suppliers
- Provide good relationship management with the client
- Deliver timely and outstanding client satisfaction
- Exceptional organisational skills of self and others and ability to work without supervision
- Maintain 100% confidentiality, demonstrate diplomacy and tactfulness
- Use polished communication skills both verbal and non-verbal to influence and persuade
- Focus on business priorities and all functions to ensure client and other stakeholder satisfaction
- Ability to remain calm under pressure and manage conflicting priorities
- Strong Microsoft Skills for common apps
- Ability to take and record accurate notes/minutes in complex meetings
- Accountable and committed to the task in hand
- Constantly consider where we can 'do better' – be enterprising
- With integrity, honesty and openness
- Always act in the best interest of the client
- Approachable to clients and colleagues
- Excellent communication and interpersonal skills at all levels
- Open to new ways of doing things
- An ability to manage time and workload efficiently
- Willing to do whatever it takes to get the job done

Experience

- At least 2 years of relevant professional experience

Work Location: Mumbai-Goregaon

Key Performance Indicators:

- Task Completion Rate.
- Schedule Management Efficiency
- Email Management Efficiency
- Call Handling Rate
- Executive Satisfaction
- Document Preparation and Formatting Quality
- Project Coordination Success Rate
- Confidentiality Compliance

Qualifications:

- Graduate from a recognise university.

Skills:

- Excellent written and verbal communication skills
- Planning, prioritisation and time management skills
- Excellent logistical skills – making arrangements for travel, complex diary management
- Excellent interpersonal skills, dealing with people at senior levels professionally and with appropriate confidentiality.