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|  | **JOB AND ROLE DESCRIPTION** |

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| **Position Name**  | **Executive Assistant**  | **Company** | DR. CARLA CORDOVA |
| **Job purpose**  | The job purpose for the Executive Assistant is to provide comprehensive support to Dr. Cordova in managing her daily and quarterly tasks while aligning with the company's overarching goals. The Executive Assistant is expected to possess key qualities such as promptness, organization, attention to detail, flexibility, patience, and determination.In this role, the Executive Assistant will be responsible for working effectively both independently and as part of a team. The daily responsibilities will involve interacting with the doctor's patients, external partners, and on-site coworkers. As a Remote Executive Assistant, the primary objective is to facilitate the seamless coordination of Dr. Cordova's personal and professional schedules, communications, and administrative functions. This support will be provided remotely, aiming to optimize Dr. Cordova's time and enhance overall operational efficiency |

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| **REQUIRED QUALIFICATIONS** |
| **Education** |
| * College Diploma: Administrative Management Careers, Business Administration.
* Desirable Master
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| **Training or Expertise** |
| * High English level (Well spoken, well written)
* Strong Microsoft Office skills
* Google and Microsoft calendars management
* Google Drive and iCloud.
* Experience with Mac/Apple
* Ability to quickly implement new software and technologies. Manage multiple portals.
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| **Experience**  | * 3 or more years of experience working as an executive/administrative assistant (Desirable remotely for USA-based companies)
* Experience strategically supporting multiple senior leaders.
* Desirable experience with hospitality and Customer Service.
* Knowledge of orthodontic or dental terminology and procedures is a plus.
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| **JOB FUNCTIONS** |
| * **Email Management:** Efficiently handle multiple inboxes simultaneously. Review, prioritize, and respond to emails on behalf of the doctor’s, ensuring timely and professional correspondence.
* **Calendar Management:** Coordinate and synchronize the doctor’s' calendars, appointments, meetings, clinic schedule, and events to maximize efficiency and minimize conflicts.
* **Phone Communication:** Handle incoming and outgoing calls, answering patients’ questions, taking messages, and facilitating communication and appointment scheduling as necessary. Triage + escalated issues appropriately. Calling IRS- SBA, Credit card de Chase Bank, Health insurance, Vendors, etc. Confidence to get on the phone with everybody about anything.
* **Time Optimization:** Assist the doctors in optimizing their schedule and identifying opportunities to enhance productivity and time management.
* **File Organization:** Maintain and organize digital files, documents, and records to ensure easy accessibility and efficient retrieval.
* **Documentation and Paperwork:** Prepare, review, and complete necessary documentation and paperwork for the doctor, ensuring accuracy and compliance.
* **Business Management Support:** Provide administrative support in various business management tasks, including but not limited to customer service and support, billing, and basic accounting procedures.
* **Collaboration:** Coordinate with internal and external stakeholders to facilitate smooth operations and support the doctor’ needs.
* **Payments:** Responsible for making payments to various entities.
* **Presentation Creation:** Develop presentations for the company ensuring they are creative, accurate, and adhere to brand guidelines.
* **Invoicing:** Generate invoices as required.
* **Event Registrations:** Manage registrations for events as needed.
* **Travel Management:** Book flights, hotels, and restaurants, focusing on value and efficiency.
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| **REQUIRED SKILLS** |
| * 3 or more years of experience working as an executive/ administrative assistant (Desirable remotely for USA-based companies)
* Proven experience (3 or more years) working as an executive assistant, preferably within a medical or healthcare environment, particularly in doctors' offices or similar settings.
* Knowledge of dental terminology and procedures is a plus.
* Excellent use of grammar and punctuation. Strong interpersonal written, and oral communication skills (English)
* Driven, proactive thinker, highly organized with exceptional communication, and problem-solving skills, and fully capable to take initiative, managing and overseeing a variety of high-priority projects from multiple management and professional levels successfully with minimal direction.
* Proficient with **Microsoft Office suites (Word, Excel, PowerPoint, Outlook) and Google suits. Adobe Suits. Grammarly.**
* Experience with Mac/Apple.
* Adaptable, Positive attitude.
* Very Patient, responsible, resourceful, and extremely punctual.
* **Professional Writing:** Compose professional emails for patients, coworkers, and others.
* **Creativity and Resourcefulness**: Independently resolve inquiries and challenges.
* **Proactivity**: Anticipate the Doctor's needs.
* **Confidentiality:** Maintain discretion with sensitive information.
* **Adobe Premium Experience:** Proficiency in Adobe Premium**. (Acrobat and Lightroom)**
* **AI Technology Knowledge:** Familiarity with AI technology, including ChatGPT.
* Assisting the Doctor with various additional tasks, including but not limited to lodging complaints, banking communications, confirming appointments, applications, certifications, signing documents, etc.
* Graphic Design Experience. **Canva**
* Hiring services for the company or for personal use as requested.
* Undertake other related duties as they arise from the contract's nature.
* Willing to learn and take on new challenges with a flexible, can-do attitude (Looking for someone who ambitions a long-term career with our company)
* Calling IRS- SBA, Credit card de Chase Bank, Health insurance, Vendors, etc. Confidence to get on the phone with everybody about anything.
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| **WAGE COMPENSATION** |
| **Salary: $1,200.00 USD Monthly** **Schedule: Monday to Friday from 8:00 AM – 6:00 PM** **However, as an exempt employee, you may be required to work beyond these hours from time to time to fulfill your responsibilities as may be necessary.****Internet and computer must be covered by the employee** |