

Executive Operations Assistant

Classification: Full-Time/Salary

Reports to: Director of Client Service/Client Service Manager

Date: March 2026

To apply, submit a resume and cover letter to Maggie Maiyer, Client Service Manager.

ROLE DESCRIPTION

The Executive Operations Assistant is a key member of the JGA team, providing proactive operational support to enable effective leadership and smooth client delivery. This role's primary responsibility is supporting the CEO through strategic calendar management, travel coordination, and day-to-day administrative logistics, while also providing defined tactical execution support for active client engagements. In addition to robust calendaring responsibilities for the CEO, this role supports scheduling and coordination needs for the Client Service team and assists with select office administrative functions.

This role is highly execution-focused, detail-oriented, and responsive, ensuring that leaders and consultants are able to focus on high-value strategic work while coordination and logistics are handled efficiently and reliably. The Executive Operations Assistant must demonstrate initiative, sound judgment in prioritizing competing requests, and a strong sense of follow-through.

VALUES AND COMMITMENT

Johnson, Grossnickle and Associates (JGA) is guided by values of authenticity, innovation, and client-focused excellence. These commitments shape how we serve clients and how we operate as colleagues and co-owners. In 2002, JGA expanded ownership through an employee stock ownership plan (ESOP), fostering a culture of shared responsibility, transparency, and long-term stewardship. This means that each JGA employee has a personal stake in delivering high-value work and contributing to the firm's sustained success.

JGA is committed to advancing equity, access, and inclusion of diverse people and perspectives within our team, in partnership with our clients, and across the philanthropic sector. Guided by our core values, we approach this work with humility and authenticity—continually reflecting, learning, and adapting to ensure our practices align with our principles and create lasting value for the organizations and communities we serve.

DUTIES AND RESPONSIBILITIES

The responsibilities listed below reflect an estimated allocation of time and may shift based on firm needs.

Executive Support – 50%

- Provide proactive calendar management for the CEO, including scheduling client and prospect meetings, anticipating conflicts, and helping protect leadership time.
- Coordinate travel arrangements and related logistics for the CEO and consulting team.
- Support preparation for internal and external meetings (e.g., assembling materials, printing packets, confirming logistics).
- Support scheduling of internal firm meetings and events.

Client Service Support – 35%

- Support execution of current client work by handling defined coordination and administrative tasks, including:
 - Scheduling team huddles and client meetings;
 - Setting and managing internal calendar holds; and
 - Managing client surveys (e.g., setup, response tracking).
- Execute routine scheduling and logistical updates in project management systems, as directed.

Office and Administrative Support – 15%

- Support general office functions, including:
 - Managing kitchen and office supplies;
 - Maintaining organization of shared spaces (e.g., kitchen, copy room);
 - Receiving and distributing mail and packages; and
 - Assisting with light administrative needs as they arise.

REQUIRED SKILLS AND ABILITIES

- Strong verbal and written communication skills.
- Exceptional organizational skills and attention to detail, particularly in scheduling and logistics coordination.
- Ability to independently manage time and competing priorities in a fast-paced environment.
- High level of responsiveness and reliability, with demonstrated follow-through on commitments.
- Sound judgment and discretion in handling confidential information and representing firm leadership.
- Ability to work effectively within a collaborative team environment.

- Proficiency in Microsoft Office Suite, particularly Outlook email and calendar.
- Ability to act as a representative of JGA at all times, maintaining the highest standards of the field of philanthropy, personal discretion, and professional demeanor.

EDUCATION AND EXPERIENCE

- Bachelor's degree (required)
- 2-4 years of office administration or equivalent experience (required)
- Experience working in a professional office or corporate environment (preferred)

PHYSICAL REQUIREMENTS

- Regular in-office presence, anticipated 3-4 days per week
- Ability to work occasional evening and weekend hours as required.
- Prolonged periods sitting at a desk, working on a computer, and talking on the phone.
- Ability to lift up to 15 pounds at times.