



## Company Description

Founded in 2004, Level One is a leading provider of customer communications, e-billing and payments solutions to utilities in the United States and employs a talented team of people with technical, operational and project management expertise.

Our employees enjoy a fast-paced, results-driven culture while maintaining a healthy work-life balance. We like to work hard, but more importantly we like to work smart to get things done.

If you join us, you will be part of a dynamic, dedicated team that is passionate about exceeding customer expectations.

This role is located in the corporate office located 3 Great Valley Parkway, Suite 100 Malvern, Pennsylvania.

## Executive Assistant Position Summary

Reporting directly to the President /CEO, the Executive Assistant provides executive support to C-Level management and will be responsible for performing a number of administrative duties and oversight of special projects. The Executive Assistant must enjoy working within a fast-paced, entrepreneurial environment that is results-driven. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Executive Assistant will have the ability to work independently on projects from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

## Roles and Responsibilities

- Complete a broad variety of administrative tasks for President /CEO including: managing multiple calendars and email accounts with high activity, completing expense reports, composing and preparing correspondence that is sometimes confidential, arranging complex and detailed travel plans and itineraries, and scheduling both vendor and client-related meetings.
- Plan, coordinate and ensure the President /CEO 's schedule is prioritized to strategy goals. Provide "gatekeeper" role for direct access to the President /CEO 's time and schedule for sales calls from prospecting companies and vendors.
- Keep President /CEO informed of key customer inquiries, upcoming commitments and responsibilities, following up appropriately.
- Schedule and plan weekly, monthly, quarterly and annual meetings.
- Determine appropriate course of action, referral, or response. Manage contacts and correspondence with such key individuals and Level One team to ensure next steps are clear and follow-ups are scheduled.
- Coordinate planned Conferences and special events as directed
- Prioritize conflicting needs; handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.
- Successfully complete critical aspects of deliverables with a hands-on approach, including drafting letters, personal correspondence, and other tasks that facilitate the President /CEO's ability to effectively lead the company.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.

## Requirements

- Bachelor's degree in business or related field
- 2+ years' work experience as administrative executive support
- Human Resources administrative experience
- Fluency with Microsoft Office Suite
- Impeccable written and verbal communication skills
- Strong organizational skills, excellent time management and the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Ability to exercise good judgement, anticipate and resolve problems, follow through on execution
- Professional demeanor and dress appropriate for representing Level One to external parties
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff and external partners.
- Discretion concerning confidential and/or sensitive information

## Compensation and Benefits

Level One is an equal opportunity employer who stresses the importance of competence, character and trust. And we are committed to investing in our greatest resource...our people.

Level One offers competitive compensation commensurate with experience and a full benefits package, including: medical, dental, and vision insurance, long-term disability insurance, AD&D insurance, 401K, generous holiday and vacation policies, paid disability, and professional development opportunities.