



## POSITION DESCRIPTION

**Job Title:** Executive Assistant  
**FLSA:** Exempt  
**Reports To:** President

### ORGANIZATION BACKGROUND

Lakewood is one of the most distinguished and progressive cemeteries in the nation — a Minnesota landmark renowned for its history, art, and natural beauty. As a nonprofit serving families for over 150 years, Lakewood remains devoted to its founding mission, while actively reimagining the role of a cemetery in modern life. While much is changing in the world, we are steadfastly committed to the act of memorialization — recording the details of human lives and creating comforting touchstones where people can go feel closer to those they have lost. Additional information can be found online at [www.lakewoodcemetery.org](http://www.lakewoodcemetery.org).

### OVERALL DESCRIPTION

The Executive Assistant is a highly organized, assertive, detail-oriented performer with a passion for providing administrative support to Lakewood's President and leadership team.

This position's primary role is to function as a personal assistant to the President, managing daily schedules, emails, correspondence, stakeholder relationships and project follow-through in alignment with Lakewood's strategic direction. Over time, this role will take on more strategic responsibilities for producing and analyzing reports and making recommendations to the President.

Another role is to jump in when needed to support the administrative office through call coordination, back up to the front desk, phone and email inquiries, processing and communicating burial and service information and helping maintain office systems and customer experience standards.

This position requires the ability to work independently to continuously prioritize workflow in a highly dynamic environment. Consistent communication and follow-through, pride in accuracy and results, and a warm, professional, service-oriented demeanor are critical traits. Previous experience in the death care industry is helpful, though training will be provided.

### DUTIES AND RESPONSIBILITIES

- President's scheduling and organization:
  - Act as gatekeeper to the President's schedule ensuring appointments, meetings and work time are appropriately scheduled.
  - Assist the President with end-to-end organization and preparation for all internal and external meetings
  - Review, prioritize, route, and answer the President's email as needed.
  - Copy, file, and maintain paper and electronic documents and records.
  - Answer President's phone calls, assess caller needs, respond to inquiries, transfer calls when necessary and take messages.

- Understand when ad-hoc items (calls/emails/meetings) arise that require the President's immediate attention and know how to prioritize / schedule accordingly.
- Board meetings and other events:
  - Schedule meetings involving board members, leadership team and others as needed.
  - Plan, organize, and coordinate internal events for board and staff.
  - Make reservations and travel arrangements for President, leadership team and others as needed.
- Communication and collaboration:
  - Greet clients and visitors to the executive office.
  - Prepare and/or edit internal minutes and notes and external correspondence.
  - Assist with the preparation of presentations including text, spreadsheets, printed meeting materials and electronic presentations.
  - Partner actively and daily with the broader team to stay abreast of cemetery happenings; communicate with President on necessary daily cemetery issues/operations.
  - Back up the office by working with families and funeral directors to schedule and record burials and cremations.
- Other:
  - Ability to be discreet, use sound judgment, and manage sensitive and confidential information.
  - Contribute to a strong service culture and effectively work as part of a team.
  - Maintain high standard of excellence and professionalism in all interactions.
  - Maintain and model high level of confidentiality, professionalism and judgment in all interactions.

## IDEAL SKILLS AND QUALIFICATIONS

- Associate or bachelor's degree or equivalent combination of education and experience
- Previous experience in a senior administrative position preferred
- Strong PC skills (i.e. MS Word, Excel, Power Point, Outlook and database use)
- Extreme accuracy and attention to detail
- Proven ability to effectively prioritize workflow
- Excellent interpersonal, written and oral communication skills
- Ability to exercise good judgment, show initiative and be proactive
- High standards of ethics and confidentiality to handle sensitive information
- Team player
- Customer focus
- Overachieving attitude
- Professional
- Assertive
- Adaptable
- Pleasant, warm and empathetic

## WORK SCHEDULE

Regular work schedule is Monday through Friday from 8:00 a.m. until 4:30 p.m., including a 30-minute lunch break. Must be able to work a Saturday rotation schedule to support the office from 8:00 a.m. until 12:00 noon every fourth or fifth Saturday (equivalent time off will be granted during the following week). Additionally, all office employees are required to work the entire Memorial Day weekend, including Memorial Day.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing duties of this job, the employee is regularly required to sit. The employee is required to use hands to finger, handle, feel; speak clearly; and listen carefully. The employee is frequently required to move from a sitting position and stand and walk to counter area to serve customers. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job may include close vision, distance vision and depth perception.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Usually, normal office working conditions exist. The noise level in the work environment varies but is usually quiet.

## COMPENSATION

Salary commensurate with skills and experience. Range: \$50,000 - \$75,000.

## APPLICANT INSTRUCTIONS:

Please email your resume to [careers@lakewoodcemetery.org](mailto:careers@lakewoodcemetery.org). In your cover letter, please address these items:

1. Why is this position a great fit for you?
2. How has your previous experience prepared you for this role?
3. Describe your experience working with Executive and Corporate-level boards