

Executive Assistant (MARCH 2026)

ABOUT OPEN ARMS

Open Arms was founded in 1997 by a small group of community members who envisioned a world that cherishes birthing people, their babies, families, and communities. Today, that vision translates into a community-based organization that serves more than 300 families annually who qualify based on income.

Our culturally responsive services include doula care, lactation support, and perinatal education, and our community-based approach has proven to be highly effective. Open Arms is the first community doula program in the nation to be nationally accredited through HealthConnect One*, and our work has earned the trust and partnership of the philanthropic community. The families we serve are achieving stronger, healthier outcomes that exceed local and national measures.



Our thriving organization is powered by a majority BIPOC staff who are dedicated and passionate about ensuring our programs address and mitigate risk factors that disproportionately affect communities of color. We're driven by a vision of healthier births and greater equity in maternal and infant health, ensuring that every family receives compassionate care and the best possible start.

** HealthConnect One is a national leader in advancing equitable, community-based, peer-to-peer support for pregnancy, birth, lactation, and early parenting.*

VISION

- Thriving children.
- Healthy families.
- Powerful communities.

MISSION

Open Arms provides community-based support during pregnancy, birth, and early parenting to nurture strong foundations that last a lifetime.

VALUES

- **Respect:** Holding complexity for people and cultures
- **Family:** Relationships are at the heart of what we do
- **Justice:** Boldly disrupting oppression

JOB DESCRIPTION

Open Arms is looking for a highly organized, proactive, and people-centered Executive Assistant to support both our Executive Director and Director of Programs. This role is perfect for someone who loves keeping things on track, bringing order to busy schedules, and anticipating needs before they're voiced.

An Executive Assistant who is detail-obsessed, resourceful, and calm under pressure will enable our key leaders to focus on big-picture leadership and managing our teams. As an important administrative partner in a mission-driven organization, the Executive Assistant will keep the day-to-day running smoothly and thoughtfully, ensure timely and clear communication, and build effective coordination across the organization. Duties include:

- Skillfully manage competing priorities between two busy leaders and make sound, independent decisions about sequencing work based on urgency, deadlines, and broader organizational priorities.
- Maintain an organized daily workflow for the Executive Director and Director of Programs by tracking action items, following up as needed, and maintaining organized files and systems.
- Oversee day-to-day office procedures and ensure that the leaders have all the necessary resources and support to perform their duties efficiently.

- Proactively manage complex calendars, prioritize competing needs, coordinate logistics, and optimize schedules. (Activities include meetings, speaking engagements, events, and occasional travel.)
- Manage incoming communications addressed to the Executive Director or Director of Programs. Assess urgency and relevance and ensure accurate and timely distribution to appropriate team members.
- Perform administrative tasks including scheduling; preparing agendas and materials; notetaking and follow-ups; supporting approval processes; processing expenses; set up and troubleshooting tech tools and other systems (connect with IT and support staff who are experts on these tools); managing travel arrangements.
- Schedule, prepare for, and attend meetings as needed. Document detailed and accurate minutes and attendance. Ensure follow-up actions are tracked and completed.
- Provide in-person support for group meetings that are led by the Executive Director or Director of Programs. Some meetings occasionally happen during evenings and weekends (advanced notice will be provided). Support includes preparing materials and refreshments, setting up tech and virtual tools, notetaking, and cleaning up.
- Implement, maintain, and improve administrative processes. Anticipate leadership needs and proactively streamline processes, communications, and workflows.
- Draft, edit, and organize communication including emails, letters, memos, reports, presentations, meeting minutes, and announcements.
- Build collaborative internal and external relationships while serving as a compassionate point of contact, protecting executive time, and upholding boundaries with professionalism and tact.
- Support broader organizational initiatives and priorities, including assisting with initiatives, special events, and process improvements to advance our mission. Coordinate logistical support for events as needed.
- Perform general office and operational tasks, including maintaining records, ordering supplies, and supporting other operational responsibilities as needed.
- Handle sensitive information with care – maintain confidentiality and approach all matters with professionalism and discretion.
- Demonstrate a strong commitment to the organization’s mission and apply a warm and inclusive approach across all administrative and relationship-building responsibilities.

Work schedule and/or Work environment:

- **Work schedule requirement:** Consistent and reliable scheduled Mondays – Fridays, generally 9am-5pm and we are open to flexibility within this timeframe.
- **In person requirement:** At least one day per week in person on a Wednesday or Thursday; Additional days in person will vary based on meetings and needs; occasional night /weekend with advanced notice
- **Remote work:** Working virtually is an option for the remainder of the week when in-person work is not required. We can discuss a predictable schedule for remote work.
- Full time, 40 hours per week, non-exempt (We are open to flexibility on this, such as starting at a part-time schedule and increasing hours over time)

REQUIRED QUALIFICATIONS

- Approximately 3+ years of prior successful executive or senior-level administrative support experience. Experience working in nonprofit and social-service focused organizations is a plus. Experience supporting multiple executives at the same time is a plus.
- Highly organized with strong attention to detail, follow up, and task management
- Strong written and verbal communication skills
- Comfort with a busy work environment. Ability to juggle multiple priorities and independently manage tasks.
- Ability to plan, coordinate, and organize work projects solo and as a team
- Aptitude for solving problems with creativity and resourcefulness
- Extremely comfortable with technology, including proficiency with email, cloud-based applications, databases, and virtual meeting tools. Applicant is not required to be an expert on these tools but should be comfortable using and learning online tools. Some of the applications we frequently use: Zoom, Microsoft Office (Excel, Outlook, Word, Sharepoint), Apricot/Bonterra.
- Highly people-oriented and collaborative. Strong interpersonal and communication skills over the phone, through email, virtual platforms, and face-to-face settings.

- Ability to develop positive relationships with clients, doulas, providers, organizations, and staff, and success in working collaboratively with others.
- Adaptable and comfortable navigating changes, including creating or improving systems and workflows.
- Basic understanding and appreciation for culturally responsive and community-based services
- Ability to maintain confidentiality around sensitive information
- Passion for and commitment to the mission of Open Arms and community-based work.
- Experience working with diverse staff and communities of color. The applicant should have a strong racial, disability, gender, and economic justice framework.
- Commitment to anti-oppression and de-colonization work with a focus on racial equity and reproductive justice, specific to birth justice.
- COVID-19 proof of full vaccination, booster after January 2022, or medical or religious exemption request is required for in-person work.
- Background check and reference checks are required.
- Proof of eligibility to work as an employee in the U.S. and a Washington state resident.
- Valid Washington State Driver's License and reliable transportation with current automobile insurance or access to reliable transportation when needed. This position requires occasional driving for errands, picking up items, and attending offsite meetings.

Mental and Physical Requirements

The physical/mental demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

Mental Requirements:

This position continuously requires interpersonal skills, teamwork, customer service, use of discretion, performing basic math, independent judgment and/or independent action, and reading, writing, speaking, and understanding English. Frequently requires independent decision-making and problem analysis to make recommendations for improvement and/or be involved in discussions around changes. The position requires creative thinking for resourcefulness and process improvements. Attention to detail also required.

Physical Requirements:

This position continuously requires sitting, hearing (using assistive devices if needed), and repetitive motion of the hands/wrists. Open Arms is housed in a wheelchair accessible, scented building, with wheelchair accessible bathrooms. Access to reliable transportation will be required for work-related travel. Daily working conditions include an open-office work environment at our Seattle location on Beacon Hill*, normal office work, and driving and travel for job-related duties. Some tasks require the ability to lift items heavier than 10lbs.

ADDITIONAL INFORMATION

Birthwork in addition to this position:

Open Arms deeply appreciates the skill and experience that birthworkers bring to our world. Based on the demands and requirements of this particular position, if the applicant is interested in taking on any births for Open Arms clients, full-time staff need to devote the first six months to training and focusing on adjusting to their new position. After this period, with approval from their direct supervisor, the staff member can take a maximum of 1-2 Open Arms births per year depending on work performance, the timing of other work projects, and adequate team coverage. Being an active or current doula is not a requirement of the position.

Note about our hybrid work environment:

At Open Arms, many staff are working remotely if their job duties allow. In general, in-person required activities include but are not limited to regular team meetings, some 1-1 check ins, org-wide meetings, client visits, and pick up/drop off items. Some staff have duties that have a specific in-person work requirement and this is outlined in the job description.

Open Arms provides staff with the technology and equipment necessary for remote work and virtual meetings. Please discuss any concerns you have during the interview process.

Since COVID-19 is still prevalent and our work is centered on high-risk populations (pregnant people and babies), Open Arms takes extra precautions such as staying home if you are feeling unwell, masking for a defined period of time for certain COVID-19 reasons, and testing when needed. In some cases, remote work is a possibility if staff need to refrain from in-person work for health and safety reasons.

WHAT WE OFFER

COMPENSATION: This is a 40-hour-per-week, non-exempt position with an hourly rate of \$30.00-\$33.00, commensurate on experience and qualifications.

BENEFITS:

- Paid health, dental, vision, and disability insurance
- Generous paid time off including vacation, sick, and holidays: 13 days of vacation per year for full-time employees with anniversary increases; 12 days for sick and safe time; 23 paid holidays; 2 floating holidays
- Employee assistance program
- Mileage reimbursement
- Professional development opportunities
- Option to contribute to a 401k, flexible spending and dependent care expenses account, and supplemental insurance.

PROFESSIONAL DEVELOPMENT: Open Arms is committed to the professional development of our staff. Each year we allocate professional development funds for each employee, and we also support group-training opportunities. Systemic harm and economic oppression have intentionally and disproportionately impacted BIPOC communities, impacting equitable access to many training and leadership opportunities. As a result, these communities are underrepresented in leadership positions. We support all employees in their professional advancement both within Open Arms and beyond our organization.

FLEXIBLE & FAMILY-FRIENDLY ENVIRONMENT:

Open Arms is proud and committed to being a family-friendly workplace. We offer flexible work schedules with remote work being part of the usual weekly schedule for almost all staff as it fits with their job duties. We also offer generous paid-time-off for self and family care. Children of any age are welcome in our office, and many staff bring their children to work on a regular or as-needed basis. We have an onsite lactation lounge and encourage chestfeeding in the workplace. **Note: Children are not allowed at home visits**

SUPPORTIVE AND INCLUSIVE CULTURE: We have an informal workplace culture, and staff develop strong, supportive connections with each other. We have a highly collaborative culture and an open office work environment. We are proud of our extremely diverse staff in all demographic areas, which creates a very rich and inclusionary organizational culture. More than 80% of our staff identify as people of color.

COMMITMENT TO EQUITY: Open Arms strives to be an affirming, positive, diverse work environment. Open Arms provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. We strongly encourage applications from communities of color and other historically underrepresented and marginalized groups.

APPLICATION PROCESS

Visit our [CAREER CENTER](#), find the applicable job opening, and submit your cover letter and resume. Applications will be accepted until the position is filled. We place a heavy importance on cover letters during the screening process. Cover letters give us deeper insight into your experience and interest in Open Arms' work. Please do not skip this step.

If you have any questions, contact [hiring@openarmsps.org](mailto: hiring@openarmsps.org). No phone calls or paper submissions please.

Interviews will be conducted in person and virtually. If someone from our hiring team reaches out to schedule an interview, please let us know about any accommodations or technology needs you might have to participate in the interview.