EXECUTIVE

Executive Assistant to the COO

JD NUMBER	REVISION	FLSA STATUS
JD-GEN-02	Rev 1 · 2026-06-21	Non-Exempt
REPORTS TO	**PAY GRADE**	**LOCATION**
Chief Operating Officer	A1	Phoenix, AZ — on-site
SUPERVISES		
None		

POSITION SUMMARY

The Executive Assistant to the COO provides high-level administrative and operational support to the Chief Operating Officer and, by extension, the FCI leadership team. This role is responsible for managing executive correspondence, coordinating accreditation-related scheduling, maintaining controlled-document distribution records, and serving as the administrative backbone for management review and audit cycles. The position requires exceptional discretion, organizational precision, and familiarity with the documentation standards expected in an ISO/IEC 17025:2017 accredited laboratory environment.

ISO/IEC 17025:2017 Alignment	Clause 7.11 — Control of records (maintains distribution lists and retention schedules for management-level controlled documents); Clause 8.9 — Management reviews (schedules, prepares agendas, distributes minutes, and tracks action-item closure); Clause 5.5 — External and internal communication channels supporting impartiality and confidentiality obligations.
FCI Quality Program	Maintains the master distribution log for the FCI Quality Manual and top-level procedures; tracks management review action items to closure in the CAR/action-item register; coordinates scheduling of internal audits and proficiency testing events at the direction of the QA Manager; files signed authorization-to-sign matrices and personnel qualification records.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Manage the COO's calendar, including scheduling internal and external meetings, accreditation assessment visits, management reviews, and customer site visits with appropriate lead-time and conflict resolution.
- Prepare, format, proofread, and distribute controlled documents, correspondence, reports, and presentations on behalf of the COO; apply FCI document control numbering conventions per the Quality Manual.
- Coordinate the annual management review process — compile agenda inputs from the Laboratory Manager, QA Manager, AR/AP Technician, and Business Development Manager; distribute draft minutes within 5 business days of the review; track action items to closure.
- Maintain confidential personnel files, signed competency records, and authorization-to-sign matrices at the direction of the COO; ensure document retention schedules comply with FCI QMS requirements.
- Serve as the primary point of coordination for IAS assessment scheduling — communicate assessor travel logistics, prepare the assessment agenda, reserve conference facilities, and distribute documentation packages to the assessment team.

- Process and route incoming executive correspondence, customer escalation communications, and supplier notifications; flag items requiring COO signature or decision within defined response windows.
- Maintain the FCI supplier and subcontractor contact database; distribute supplier qualification renewal notices in coordination with the AR/AP Technician and QA Manager.
- Coordinate travel arrangements, expense reconciliation, and meeting logistics for COO and, when requested, the Laboratory Manager and QA Manager.
- Support the onboarding administrative process for new hires — prepare offer letter packages, coordinate IT access requests, and ensure new-employee document-signing is completed and filed.
- Perform general office administration duties: order office supplies, manage postal and courier accounts, maintain the visitor log, and ensure front-office areas present a professional and compliant image.

REQUIRED QUALIFICATIONS

- Associate's degree in Business Administration, Office Management, or a related field; or 4+ years of executive assistant experience supporting director-level or above management.
- Minimum 3 years of experience providing administrative support in a technical services, engineering, manufacturing, or ISO-certified organization.
- Demonstrated proficiency with Microsoft 365 (Outlook, Word, Excel, Teams, SharePoint) and document management or controlled-document systems.
- Strong written communication skills with the ability to draft professional correspondence, meeting minutes, and management reports with minimal editorial guidance.
- Proven ability to handle confidential business information with discretion and to maintain confidentiality per contractual and regulatory obligations.
- Excellent organizational skills with demonstrated ability to manage competing priorities, track multi-step processes, and meet recurring deadlines.

PREFERRED QUALIFICATIONS

- Experience in a laboratory, calibration, testing, or metrology environment.
- Familiarity with ISO/IEC 17025:2017 documentation requirements or experience working in an ISO 9001-certified organization.
- Experience with laboratory information management systems (LIMS) such as MET/TEAM.
- Notary Public commission in the State of Arizona (or willingness to obtain).

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily sedentary office work at a computer workstation. Occasional filing, retrieval of physical document archives, and movement of boxes of records (up to 25 lb). Frequent operation of standard office equipment including multifunction printer/copier.
Work environment	Climate-controlled office environment collocated with FCI's calibration laboratory. Exposure to laboratory areas is incidental; PPE (safety glasses, ESD precautions) required if entering active calibration bays per FCI safety procedures.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature _____ **Date** _____

Printed name _____