

Executive Assistant / Project Manager

Reports to: Chief of Staff · **Type:** Full-time · **Compensation:** \$1,200-\$1,800 / month

About the role

This is an executive assistant role with a broad scope.

You'll support an executive whose responsibilities cover e-commerce strategy, operations, HR, marketing, product development, graphic design and photography, sales, and customer service. Your work will follow that range. A typical week could include preparing materials for a leadership meeting, coordinating a product development timeline, moving a hiring task forward, organizing assets for a marketing launch, and resolving a customer service escalation.

The role includes standard executive assistant work: calendar, correspondence, briefings, travel, and documentation. It also includes owning projects across the departments listed above, tracking a high volume of concurrent priorities, and resolving open questions independently.

It's a good fit for an experienced EA who wants more operational responsibility than a purely administrative role provides.

What you'll do

- **Support the executive directly.** Manage calendar, inbox, correspondence, travel, and meeting prep. Prepare briefs, agendas, and summaries. Condense long email threads and meeting notes into the relevant points.
- **Handle the operational load.** Expense reports, scheduling across time zones, file and document organization, and recurring administrative work — completed without reminders.
- **Manage priorities across teams.** Maintain a current view of concurrent projects, deadlines, blockers, and open items across departments. Report status accurately and flag risks early.
- **Run projects end to end.** Scope the work, build the timeline, identify owners, track dependencies, and drive it to completion.
- **Follow up until items close.** Coordinate with customer service, sales, design, content, marketing, and operations. Most of these people won't report to you, so this requires consistent follow-up and good judgment about tone.

- **Research and resolve independently.** Take questions without an obvious answer — a regulatory requirement, a vendor discrepancy, a process that isn't working — and return with a researched recommendation.
- **Improve process.** Build trackers, write SOPs, and document workflows so recurring work becomes repeatable.

What the role requires

- **Frequent context switching.** Five unrelated subjects in a day is normal. You need to move between them without losing track of what you set down.
- **Limited supervision.** You'll receive the objective and the constraints. The approach is largely yours. This role is not a fit for someone who needs step-by-step direction.
- **Exceptional organization.** At this volume, memory isn't sufficient. You need a documented method you maintain consistently.
- **Independent problem-solving.** Research before escalating. When you do escalate, bring what you've already checked and a specific question.
- **A high pace.** The workload is heavy and the priorities shift. We'd rather state that clearly than have it come as a surprise.

What we're looking for

- 2+ years supporting a senior executive, in operations, or in project/program management — **or** equivalent demonstrated capability
- Ownership of multi-stakeholder projects from start to finish
- Clear, concise written communication with internal teams and external partners
- An established organizational system for trackers, task management, and documentation
- Comfort with ambiguity and a bias toward action
- Sound judgment about what to escalate, what to decide, and what to handle directly
- Proficiency with project management and business tools (Asana or equivalent, spreadsheets, help desk and e-commerce platforms), and the ability to learn new ones quickly

Helpful but not required: e-commerce or marketplace experience (Amazon, Shopify), consumer product or supply chain background, exposure to HR, marketing, or creative production workflows, experience with distributed or international teams, familiarity with AI tools for research and workflow automation.

How to apply

Send your resume with a short note answering one question: **describe a project you owned where the direction was unclear at the start, and how you determined what needed to happen.** We'll weigh that answer more heavily than a cover letter.