

## **ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION**

### **JOB TITLE: EXECUTIVE ASSISTANT EXECUTIVE DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs a variety of limited supervisory, administrative and clerical duties to support the activities of the Executive Director/CEO, COO, and Board of Commissioners for the Asheville Housing Authority. Work involves assisting the Executive team with administrative tasks; supervising receipts, distribution and follow up to executive staff correspondence; scheduling meetings and conferences; making travel arrangements for the Executive team and Commissioners; and performing various other administrative duties. Work also involves establishing and maintaining general and specialized files for records and correspondence, organizing and publishing a quarterly newsletter to residents and the broader community, and acting in a lead capacity over the clerical staff to establish and ensure conformity to agency standards for office procedures. Employee must exercise independent judgment and initiative in completing assignments. Employee must also exercise tact and courtesy in dealing with residents, Board members, outside agencies and the general public. Reports to the Executive team. (This is a non-exempt position under FLSA)

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Responsible for professional relations with all staff, residents, other organizations and the community at large

Assists the Executive team in management activities; performs responsible public relations duties through contacts and association with visitors, federal and local officials, and the general public.

Arranges Board of Commissioners' meetings, prepares agenda, gathers and compiles data and contacts participants.

Coordinates and follows-up on staff assignments as directed by the Executive team.

Provides administrative and clerical support to the Executive team; answers the telephone and responds to inquiries concerning the department and/or the activities of the Executive team; receives and reviews incoming correspondence for the Executive team; and composes and types various correspondence, documents and reports.

Coordinates preparation and publication of a quarterly newsletter to residents and the broader community.

Composes and types correspondence from given information, records, or reports requiring interpretation and application of policies and practices to situations of varying natures; and handles confidential material.

Serves as lead worker for department clerical staff, ensuring adherence to established policies, procedures and standards; assists and advises clerical staff, as necessary, resolving problems as non-routine situations arise.

Establishes and maintains a variety of files for various records and correspondence; sorts and distributes incoming mail; answers letters and general correspondence; and screens calls, mail and visitors, and delegates related responsibilities.

Compiles information for various periodic reports as required.

## **EXECUTIVE ASSISTANT**

Maintains files of all Authority documents; copies all materials from the Executive office and routes to appropriate personnel.

Plans appointment schedule for the Executive Director; makes travel plans; and processes confidential matters.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as assigned by supervisory personnel. The above duties are intended to describe the general content of and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities or requirements

### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school supplemented by course work in secretarial science and computer skills and 6 to 9 years of progressively responsible experience in administrative work; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be able to operate a variety of office machinery and equipment including typewriters, computers, facsimile machines, calculators, printers, etc. Must be able to move objects of up to 10 pounds occasionally, and/or up to 5 pounds frequently, and/or a negligible amount constantly. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires movement of objects of greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Interpersonal Communication:** Requires the ability to communicate to people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, forms, requisitions, documents, etc. Requires the ability to prepare correspondence, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate with poise, control and confidence.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Color Discrimination:** Does not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

## **EXECUTIVE ASSISTANT**

**Physical Communication:** Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of the organization and function of the Executive office in the Housing Authority

Considerable knowledge of modern office practices and procedures

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary

General knowledge of Authority and departmental rules, regulations, policies and procedures, and the ability to interpret them

Skilled in organizing workflow and coordinating activities

Skilled in the operation of common office machines, including computer-driven word processing, spreadsheet and file maintenance programs

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to make routine administrative decisions independently in accordance with laws, regulations, and Authority policies and procedures, and to solve problems and answer questions

Ability to communicate effectively orally and in writing

Ability to establish and maintain effective working relationships as necessitated by work assignments