



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: EXECUTIVE OFFICE ASSISTANT

GENERAL STATEMENT OF JOB

It is the intent of the President and CEO of the Housing Authority of the City of Asheville (HACA) to create a modern and innovative organizational infrastructure. A skilled administrative staff is integral to build this infrastructure including designing and implementing protocols, processes and procedures to support the day to day administration across departments.

HACA is seeking a skilled, intellectual and creative professional to join our team to assist with the Authority's administrative functions.

Working under the direction of the Special Assistant to the President and CEO, the Executive Office Assistant (EOA) performs a variety of administrative and clerical duties to support the activities of the Executive Office of HACA. In general, the EOA assists with all clerical and administrative functions of the Human Resources and Operations departments including: documenting expenditures, recording receipts, typing correspondence, distribution and follow up to executive staff correspondence; scheduling meetings and conferences; making travel arrangements for the Executive team, Directors and Commissioners; and performing various other administrative duties.

The EAO will establish and maintain general and specialized files for records and correspondence, acting as liaison between the Special Assistant and department staff, and acting in a lead worker capacity over other clerical staff to establish and ensure conformity to agency standards for office procedures. The demeanor necessary to succeed in the duties of this position require discretion, decorum, tact and courtesy in dealing with Board members, outside agencies and the general public. Reports to the Special Assistant to the President and CEO. (This is a non-exempt position under FLSA)

To apply, please submit a cover letter and resume via email to mpierre@haca.org, via USPS mail or by hand delivery to the Housing Authority of the City of Asheville - Central Office (165 S. French Broad Ave., Asheville, NC 28801). Applications may be obtained on the HACA website at www.haca.org, or by contact Ms. LaFredia Morris at (828) 258-1222 for an application. Applications will be accepted until this position is filled, and applications received may be used to fill more than one position according to skill and experience. The Housing Authority is an equal opportunity employer.

SPECIFIC ROLES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

- Responsible for professional relations with all staff, residents, other organizations and the community at large
- Assists the Executive Director in management activities; performs responsible public

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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 Director.
- Provides administrative and clerical support to the Executive Director; answers the telephone and responds to inquiries concerning the department and/or the activities of the Executive Director; receives and reviews incoming correspondence for the Executive Director; and composes and types various correspondence, documents and reports.
- 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.
- Acts as a liaison between Executive Director and department staff, and 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. Maintains files of all Authority documents; copies all materials from the office of the Executive Director and routes to appropriate personnel.
- Plans appointment schedule for executive staff members; makes travel plans; and processes confidential matters as needed or directed by the Special Assistant to the President and CEO.

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

- Bachelor's degree from an accredited four-year institution
- Typing Requirement: 80 wpm
- Paralegal training or experience working in a law firm (highly desirable)
- Graduation from high school supplemented by course work in secretarial science and computer skills and 6 to 9 years of progressively responsible experience in secretarial and administrative work, may be substituted for a degree, at the sole discretion of the President and CEO.

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

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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.

Physical Communication: Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of modern office practices and procedures
- Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary
- Skilled in organizing workflow and coordinating activities
- Advanced skills using Microsoft Word, Excel, PowerPoint, Zoom, and Teams
- 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