



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

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: SPECIAL ASSISTANT TO THE PRESIDENT AND CEO

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. Organizational structures designed to deliver quality, well administered affordable housing for HACA residents requires talented housing professionals skilled in organizational development, administrative oversight, modernization, ethics, fraud prevention, asset management and advanced leadership. HACA is seeking a brilliant, logical, strategic professional to join the Authority and assist the President and CEO directly in these matters.

The Special Assistant to the President and CEO performs a range of high-level administrative functions and engages in discrete projects to maximize the President and CEO's time and effectiveness. The Special Assistant provides executive support in a one-on-one working relationship and plays an integral role in executing day-to-day operations in a challenging and fast-paced environment. The Special Assistant will coordinate the President and CEO's daily schedule, prepare meeting materials, communicate with community stakeholders, municipal leadership and business partners on behalf of the President and CEO and stay current on a variety of highly sensitive topics to ensure clear communication at all times. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Special Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

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 DUTIES AND RESPONSIBILITIES

Executive Support

- Completes a broad variety of administrative tasks for the President & CEO including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-

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related meetings.

- Plans, coordinates and ensures the CEO's schedule is followed and respected.
- Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CEO's time and office.
- Communicates directly, and on behalf of the President and CEO, with Board members, donors, Foundation staff, and others, on matters related to CEO's programmatic initiatives.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the President, including those of a sensitive or confidential nature.
- Determines appropriate course of action, referral, or response.
- Provides a bridge for smooth communication between the President's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Works closely and effectively with the CEO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the President updated.
- Provides leadership to build relationships crucial to the success of the organization, and manages a variety of special projects for the President, some of which may have organizational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the company.
- Prioritizes conflicting needs; handles time sensitive matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Compiles monthly reports on a regular basis, editing and communicating with Authority staff to ensure timely submission and print ready quality.
- Listens well, accustomed to following rules and regulations, and follows directions.
- Maintains files of all Authority documents; copies all materials from the Executive office and routes to appropriate personnel.

Board Support and Liaison

- Serves as the President's administrative liaison to Housing Authority Board of Commissioners.
- Assists board members with travel arrangements, lodging, and meal planning as needed.
- Maintains discretion and confidentiality in relationships with all board members
- Adheres to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format.
- Prepares and posts meeting announcement, prepares meeting minutes and operates electronic meetings platforms for remote attendees.

Senior Management Liaison

- Participates as an adjunct member of the Executive Team including assisting in scheduling meetings and attending all meetings.
- Assists in coordinating the agenda of senior management team meetings and off-sites, and all staff meetings.

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Communications, Partnerships, and Outreach

- Ensures that the President's bio is kept updated and responds to requests for materials regarding the President and the organization in general.
- Coordinates all interviews, print and live media requests.
- Edits and completes first drafts for written communications to external stake holders.

Strategic Initiatives

- Coordinates the President's outreach activities and strategically placed community events.
- Follows up on contacts made by the President and supports the cultivation of ongoing Relationships.
- Creates acknowledgement letters and notes of appreciation from the President.

Qualifications

- Commitment to affordable workforce housing, knowledge of public housing, diversity, equity, inclusion and economic uplift for marginalized community members.
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Exceptional interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and public officials.
- Expert level written and verbal communication skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Maintains a pleasant demeanor and balanced temperament with a high level of emotional maturity.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment.
- Progressive forward-looking thinker, who actively seeks opportunities and proposes solutions.

Education and Experience Requirements

- Bachelor's degree from an accredited four-year institution with credit hours demonstrating proficiency in analytical writing, business administration, urban affairs/urban studies, community development, project management, public affairs, organizational management, paralegal studies, education policy or related field.
- Strong work tenure: five to 10 years of experience supporting C-Level Executives, preferably in a city, county, state or federal government.
- Experience and interest in internal and external communications, partnership development, and fundraising.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.

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ADDITIONAL JOB FUNCTIONS

Performs other related work as assigned. 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 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 20 pounds occasionally, and/or up to 5-10 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 verbalize clearly utilizing phones, person to person, and in public settings.

KNOWLEDGE, SKILLS AND ABILITIES

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- 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