



Position Description

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| Position Title: | Executive Assistant | Department: | Executive Office |
| Reports to: | Chief Executive Officer (CEO) | Employment Status: | Full-Time |
| FLSA Status: | Exempt | Date Created: | February 2020 |

Summary

The primary purpose of this position is to provide a wide range of highly confidential, complex, and responsible executive-level administrative support to the Chief Executive Officer (CEO). The incumbent is responsible for managing the daily administrative functions for the Executive Office.

All activities must support the Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Anticipates the needs of supervisor and prepares information, agendas, materials, and reports needed by the Chief Executive Officer, conferences, appointments, telephone calls, and meetings.
- Coordinates communications and information and works with others to assure compliance with timelines pertaining to requests for information and service.
- Assists with all aspects of web design/content on agency internet, intranet and social media sites.
- Supports the Communications Department.
- Identifies urgent and critical correspondence, incoming phone calls, other inquiries, and coordinates their response. Researches and consults with others to identify solutions, options, and alternatives.
- Composes documents and correspondence on a variety of matters to support the CEO.
- Balances conflicting priorities in order to manage workflow, ensure the completion of essential projects, and meet critical deadlines.
- Receives, screens, and routes communications to the CEO, including telephone calls and email messages.
- Receives and greets visitors, answers questions, and refers inquiries to appropriate staff and schedules appointments as appropriate.
- Serves as the department's timekeeper and submits attendance for payroll processing purposes.
- Develops and implements efficient office procedures. Establishes and maintains effective filing systems for official documents, contracts, reports, and records including records of a confidential nature.
- Determines, prioritizes, and schedules the CEO's internal and external meetings, daily schedule, and community functions in addition to coordinating the preparation of needed materials.



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- Coordinates out-of-town travel arrangements for the CEO and other CH staff. Processes and reconciles related expense statements for all CH travelers.
- May attend meetings with senior staff and prepare agendas. May attend a variety of other meetings or functions representing the CEO.
- Attends Board of Commissioners meetings, takes and transcribes minutes, and oversees preparation and distribution of Board packets and notices.
- Assists with facilitating the scheduling of Commissioner appointments with the City Council and the Mayor's Office, when requested.
- Assists with coordinating and supporting the training and orientation of new Commissioners and Commissioner/staff retreats.
- Completes special projects and assignments that may require research and data collection.
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies



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- ✓ Knowledge of the general operations and procedures of CH departments, properties, and HUD housing programs.
- ✓ Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- ✓ Knowledge of the principles and practices of budget development and administration.
- ✓ Knowledge of generally accepted business principles, practices, techniques, and data processing functions.
- ✓ Familiarity with and proper application of the pertinent federal, state and local laws, codes and regulations.
- ✓ Strong working knowledge of Microsoft Applications.
- ✓ Proper application of the English language in spelling, grammar and punctuation.
- ✓ Knowledge of the principles and procedures of record-keeping.
- ✓ Experience in taking meeting minutes and preparation of summary reports.
- ✓ Ability to perform duties at a speed necessary for successful job performance.
- ✓ Ability to perform responsible and difficult administrative work involving the use of sound independent judgment and personal initiative.

Education and/or Experience

Bachelor's Degree in business administration, public administration, or related field and a minimum of three (3) years of experience providing executive-level office support. Must be tech-savvy and proficient in computer/web usage and social media platforms. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under the CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able



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to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

**Work
Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the availability to work outside of the established CH working hours.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]