

**NORTH CHARLESTON HOUSING AUTHORITY  
JOB DESCRIPTION**

**JOB TITLE: COORDINATOR OF ADMINISTRATIVE SERVICES/EXECUTIVE ASSISTANT  
ADMINISTRATION DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Under limited supervision, performs responsible administrative duties and other routine clerical work in support of efficient and effective department operations. Work involves handling the responsibility for general as well as specific secretarial and support duties; preparing special assignments; provide high-level administrative support to the Executive Director and administrative services to various department heads on "as needed basis"; performing records control; handling the responsibility for contract services; serving as interdepartmental coordinator; handling the responsibility for personnel management; and preparing routine and special reports. Employee must be able to perform independently within established procedures. Reports to the Executive Director.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Provide confidential executive-level administrative support to the Executive Director

Performs file maintenance, correspondence, and clerical/administrative support duties.

Coordinates the preparation of materials for board meetings.

Attends board meeting; take and maintains minutes and board resolutions.

Maintains contract files for all programs.

Handles responsibility for ordering and the distribution of office supplies.

Performs all personnel record keeping duties.

Handles employee benefit records.

Maintains application file for job openings.

Serve as department timekeeper and support payroll processing

Prepares assigned monthly, quarterly, and annual reports.

Handles the responsibility for maintenance of office equipment.

Makes travel arrangements for Housing Authority staff and commissioners.

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Prepares and/or processes purchase orders and correspondences.

Refers to Housing and HUD policies, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of office equipment such as a calculator, copier, telephone, fax machine, shredder, computer, printer, etc.

Uses paper, ink cartridges, toner, general office supplies, and computer software such as WCS, Microsoft Office, Internet Explorer, Microsoft Excel, WordPerfect, etc.

Interacts and communicates with various groups and individuals such as the Executive Director, North Charleston Housing Authority staff, HUD officials, vendors, other agencies, and the general public.

### **ADDITIONAL JOB FUNCTIONS**

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent supplemented by three to four years of highly responsible clerical work experience, public contact work, public relations, or executive-level support; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.

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

**Physical Requirements:** Must be physically able to operate a variety of automated office machines including computers, typewriters, copiers, calculators, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

**Language Ability:** Requires the ability to read a variety of policy and procedure manuals, computer manuals, records, etc. Requires the ability to enter data into computer and prepare records, reports, correspondence, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Must be able to speak with poise, voice control, and confidence and to

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articulate information to others.

**Intelligence**: Requires the ability to apply common sense understanding to carry out instructions furnished in written, oral or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations. Requires the ability to make routine independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

**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 with co-workers and the general public.

**Numerical Aptitude**: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, and to determine time. Must be able to use practical applications of fractions, percentages, ratio, and proportion.

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

**Motor Coordination**: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

**Manual Dexterity**: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity**: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

**Interpersonal Temperament**: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

**Physical Communication**: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

## **PERFORMANCE INDICATORS**

**Knowledge of Job**: Has thorough knowledge of the methods, policies, and procedures of the Administration Department as they pertain to the performance of duties of the Coordinator of Administrative Services/Executive Assistant. Has thorough knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Has excellent customer service and clerical skills. Has knowledge of modern office practices and equipment. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation, and spelling. Has knowledge of basic mathematics. Has considerable knowledge of modern office practices, procedures,

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equipment and standard clerical techniques including knowledge of popular computer-driven word processing, spreadsheet, and file maintenance programs. Is able to use computers for word and data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Is able to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Is able to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is capable of working under stressful conditions as required. Is able to react calmly and quickly in emergency situations. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Is able to demonstrate appropriate customer service skills.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve

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cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice