



LEBANON HOUSING AUTHORITY

Physical: 49 Upton Heights/Mail: P.O. Box 187 ▪ Lebanon, TN 37088-0187
www.Lhatn.org ▪ (615)-444-1872 Phone ▪ (615) 444-1520 Fax

Job Description

Position Title: Executive Assistant

Reports To: Executive Director

Department/Division: Executive

FLSA Status: Exempt

Employment Status: Full-Time

Date: September 13, 2023

Position Summary

Performs highly responsible and complex secretarial and administrative duties to assist the Executive Director in accomplishing the administrative functions of the Agency and coordinating the overall daily operations of the Executive Office. Uses considerable judgment and initiative to perform a variety of tasks involving office management, data processing, secretarial and administration for the Agency. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Public Housing Assessment System (PHAS), and other future HUD required evaluation systems. The duties listed below are illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Answer's telephone, screens calls, and greets visitors in a courteous, professional manner, ascertains nature of their business and conducts guests to meet with the Executive Director or appropriate person. Answers general inquiries from other employees and the public, in person and over the phone. Refers calls and/or visitors to other employees or departments as appropriate. Secures and transmits routine information on Agency programs as directed.
2. In an ombudsman capacity, meets with residents, applicants, and employees to receive and assess a variety of complaints and issues. Makes recommendations to the Executive Director to resolve complaints and problems.
3. Takes dictation, composes, prepares, and proofreads confidential correspondence, reports, summaries, memoranda, and forms from verbal direction, relevant information from a variety of sources, or knowledge of Agency policy and procedures and presents the information in a clear and understandable format.
4. Prepares the agenda, letters of notification, and meetings handouts for all Board of Commissioners Meetings. Takes and transcribes minutes and prepares final Board resolutions for the signature of the Chairman.
5. Maintains calendar for the Executive Director scheduling appointments, meetings, and conference calls as required, and coordinates the overall daily operations of the Executive Office.
6. Arrange travel/training registration for the Executive Director, Board, and senior management staff including reservations, preparation of itinerary, and other related documentation.



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7. Assists in facilitating efficient administrative support for all Agency operations and programs and activities of the Executive Director.
8. Coordinates and schedules grievances/disciplinary action appeal hearings upon reaching the Executive Director's level.
9. Assists the Executive Director in research and preparation of necessary information, materials, and reports for conferences, appointments, meetings, and recommendations for the Board of Commissioners. Attends Board and staff meetings as assigned and records and transcribes minutes of meetings.
10. Ensures that contracts, letters, and forms from other departments and agencies requiring the signature of the Executive Director are executed and returned in a timely manner and that a copy is maintained on file in the Executive Office.
11. Locates and attaches appropriate files to correspondence to be answered by the Executive Director.
12. Maintains files on contracts, appraisals, reports and budgets, real estate documents, HUD regulations and other forms and correspondence pertinent to the Central Office and operating divisions.
13. Reviews incoming correspondence and determined by the Executive Director and responds to or refers such correspondence as appropriate. Proofreads inter-office memoranda and outgoing correspondence prepared by department directors/heads prior to signature by Executive Director.
14. Prepares reports or other correspondence as directed by the Executive Director, including bi-weekly agendas, staff meeting agendas, etc.
15. Assists the Executive Director with the design and implementation of interdepartmental procedures.
16. Ensures that the Executive Director is informed concerning events, circumstances, etc., which affect the operation and reputation of the Agency.
17. Assists the Executive Director with long term strategic planning, conducts research as necessary, and develops reports and analyses as required to achieve agency goals.
18. Assists with the development of the Agency's Annual and Five-Year Plan.
19. Assists with the preparation of required reports including, but not limited to PHAS.
20. Ensures privacy and maintains security of confidential materials sent to the Executive Director. Maintains appropriate files/records for general correspondence, contract documents, agreements, legal documents, awards, financial reports, Board resolutions, minutes, and general reports in an accurate and timely manner.



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21. Maintains permanent archive for the Executive Office including Board materials, photographs, legal and financial documents, awards, and other materials which would be of historical significance to the Agency.
22. Receives communications via the telephone, internet, and in person and either responds to routine questions or refers the more complex inquiries to the Executive Director or other appropriate person(s).
23. Receives and date-stamps all incoming mail, faxes, internal memoranda, and other publications for the Executive Office and routes to the Executive Director or appropriate executive staff.
24. Requisitions and maintains office supplies inventory by checking stock to determine inventory level, anticipating needed supplies, expediting orders, and verifying receipt of supplies. Maintains appropriate records and purchase order system. Maintains copy machine, fax machine, postage machine, including scheduling of regular service and unanticipated repairs.
25. Handles documents on a variety of topics of a highly sensitive nature and maintains confidentiality regarding all documents and information received by or in the possession of the employee.
26. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

Associate degree in Public Administration, Business Administration or a closely related field from an accredited college or university and two (2) years of responsible Administrative Assistant experience or an equivalent combination of education, training, and experience resulting in the ability to fulfill the essential job duties of the position.

Knowledge and Skills

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. General knowledge of appropriate Agency policies, procedures, and practices pertaining position requirements.
3. Ability to type a minimum of 70 WPM.
4. Thorough knowledge of generally accepted business principles, practices, and techniques.
5. Thorough knowledge of general office procedures, and practices, including Business English and math.
6. Considerable skills in operating computer equipment, applicable software packages, and general office machines.
7. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.
8. Ability to communicate clearly, concisely, orally, and in writing.



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9. Ability to establish and maintain effective working relationships with co-workers and persons outside the Agency.
10. Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
11. Ability to deal effectively with sensitive and confidential information.

Supervision Controls

The Executive Assistant receives instructions from the Executive Director. Methods of accomplishing work are generally at the discretion of the employee and the employee may determine priorities within established deadlines. Instructions to the Executive Assistant may be general or specific in nature. The employee keeps the Executive Director informed of work progress and finished work is closely reviewed and spot-checked for accuracy, completion, and compliance with policies and procedures. The employee has no supervisory duties.

Guidelines

Guidelines followed by the employee include published laws, regulations, handbooks, established policies and procedures, and traditional practices. Independent research may be necessary depending on the activity and/or task requirements. If guidelines do not cover a situation, the employee consults the supervisor or makes a decision based on the circumstances and experience as appropriate within established parameters, and consistent with established Agency and departmental practices.

Complexity

The employee performs a moderate number of routine tasks. The course of action is determined by established procedure, the supervisor, or the employee. Tasks frequently have to be coordinated, integrated, and/or prioritized. Some computer applications may be difficult to accomplish and require resourcefulness and extra research by the employee. Decisions regarding unusual circumstances may be made by the employee within his or her area of expertise.

Scope and Effect

The employee's work affects the Executive Director, and, by extension, the Agency's housing programs and clients. Performing duties effectively, efficiently, and in a professional manner can contribute to enhancing the Agency's image in the Community and its ability to provide housing that is decent safe and sanitary.

Personal Contacts

Most of the employee's contacts are with Agency employees, business firms, residents, vendors, and the general public. Contact is made to verify, give, obtain, clarify, provide information, coordinate, advise, motivate, influence, justify, defend, negotiate, or resolve matters or issues.

Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, climbing, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing work duties.
3. Must be able to bend, stoop, push, and pull in the performance of office-related duties.



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4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
7. Must maintain punctuality and attendance as scheduled.
8. Must maintain a professional appearance and portray a positive image for the Agency.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately heated, lighted, and ventilated.

Other Requirements

1. Must possess a valid driver's license and maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The Lebanon Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Lebanon Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.



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Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

AUTHORIZED AGENCY REPRESENTATIVE

DATE