



## Position Description

<b>Position Title:</b>	Executive Administrative & Human Resources Assistant	<b>Department:</b>	Executive Office
<b>Reports to:</b>	Executive Director	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	August 2017

### Summary

The primary purpose of this position is to provide a broad range of administrative support functions contributing to the overall effectiveness of the executive office staff. Duties include providing administrative and secretarial support for TGHA Board meetings and executive office staff; developing a variety of technical reports; and coordinating the human resources (HR) functions of the TGHA.

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") 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.*

#### Executive Assistant Duties

- Oversees the day-to-day office management activities of the executive office.
- Coordinates communication with the Board of Commissioners, the Department of Housing and Urban Development, the Mayor's office, and Congressional staff members, TGHA staff, customers of the TGHA, and the general public.
- Provides administrative support to the executive staff, including preparatory work for board meetings, transcribing and preparing board minutes, TGHA resolutions, reports, etc.
- Processes all materials necessary for meetings; and distributes minutes of meetings.
- Processes and appropriately routes all mail received by Authority.
- Coordinates the distribution of information coming in and out of the executive office.
- Prepares correspondence of a general, specialized, and confidential nature.
- Performs various clerical jobs, such as filing, telephone screening, greeting, etc.
- Receives calls and responds to inquiries from staff, commissioners, residents, customers, etc.
- Completes other related duties as assigned.

#### HR Assistant Duties

- Provides customer service and answers HR-related questions from TGHA employees and applicants. Directs questions and issues to appropriate internal or external party for resolution as required.
- Creates and distributes HR-related forms and documents.
- Updates HR-related data in Authority database; compiles and prepares relevant reports and spreadsheets.
- Participates in Authority recruiting efforts; posts job ads and receives resumes and job applications; schedules job interviews and assists with coordinating interview process; coordinates drug testing, background checks, and reference checks.



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- Collects employment and tax information and prepares new employee files; maintains existing employee files. Oversees completion of compensation and benefit documentation.
- Conducts new employee onboarding, including coordinating the setup of employee log-ins, workstations, email addresses, etc.
- Conducts benefits enrollment process and coordinates benefits administration with the Accounting/Finance department.
- Assists the Accounting/Finance department with processing payroll, including the tracking of vacation and sick time in Authority systems.
- Processes vendor invoices for payment.
- Maintains current HR files and databases by updating and maintaining employee benefit records, employment status, grievances, performance reviews, disciplinary actions, and other HR-related records.
- Performs file audits in order to ensure that all required employee documentation is collected and maintained.
- Completes and maintains employee termination paperwork.
- Oversees the administration and maintenance of TGHA's Personnel Policy and Employee Personnel Policy Handbook.
- Completes 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 Authority. 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.



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**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

- Knowledge of HUD, federal, state, and local laws and regulations, as well as TGHA policies and procedures related to the position.
- Knowledge of business English, spelling, punctuation, and grammar.
- Knowledge of report preparation techniques and procedures and a demonstrated ability to prepare professional and technical reports, board resolutions, and other documents.
- Ability to accurately and rapidly compose effective correspondence, meeting minutes, and other documents.
- Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the TGHA and/or HUD.
- Ability to assist in planning, promoting and evaluating TGHA's goals, objectives, agency plans, etc. as they relate to the executive office.
- Knowledge of human resource practices, procedures, and terminology, i.e. job analysis, organizational development, equal employment practices, personnel policy development and administration, and state and federal employment law.
- Skills in effectively communicating with all levels of employees and explain organizational policies, procedures, and initiatives.
- Skills in establishing and maintaining effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.

### Education and/or Experience

Bachelor's Degree in management, human resources, psychology, or related field and a minimum of three (3) years of experience as an Executive Assistant. Experience providing human resources support preferred. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan.

### 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



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equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able 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.

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