

# BRISTOL REDEVELOPMENT AND HOUSING AUTHORITY

809 Edmond Street ▪ Bristol, VA 24201

[www.brha.com](http://www.brha.com) ▪ (276)-642-2001 Phone ▪ (276) 642-2015 Fax

## Job Description

**Position Title:** Executive Assistant

**Reports To:** The Executive Director/CEO

**Department/Division:** Executive Offices

**FLSA Status:** Non-Exempt

**Employment Status:** Full-Time

**Date:** November 26, 2014, Revised 05/01/17

### Position Summary

Performs highly responsible and complex secretarial and administrative duties to assist the Executive Director/CEO 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 administrative tasks for the Agency. Responsible for Annual Plan submission process. 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 other work-related duties as assigned.

1. Answers 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/CEO 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. Resolves issues when able and makes recommendations to the Executive Director/CEO to resolve complaints and problems.
3. 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 Board Packet/Monthly Report, agenda, letters of notification, and meeting handouts for all Board of Commissioners Meetings. Takes and transcribes minutes and prepares final Board resolutions for the signature of the Chairman.
5. Acts as liaison for Agency to coordinate activities for some resident related functions, such as coordinating the Resident Advisory Board and coordinating the preparation of the HUD 5-year/annual plan.
6. Assist the Executive Director/CEO in coordinating numerous projects and in maintaining effective contacts with outside agencies, contractors, developers, lending institutions, and other organizations.
7. Compiles, analyzes, organizes and maintains background information and supporting documentation to write grant applications as requested by Executive Director/CEO.
8. Maintains calendar for the Executive Director/CEO scheduling appointments, meetings, and conference calls as required, and coordinates the overall daily operations of the Executive Office.
9. Makes travel/training registration arrangements for the Executive Director/CEO, Board, and senior management staff including reservations, preparation of itinerary, and other related documentation.

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10. Assists the Executive Director/CEO 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.
11. Ensures that contracts, letters, and forms from other departments and agencies requiring the signature of the Executive Director/CEO are executed and returned in a timely manner and that a copy is maintained on file in the Executive Office.
12. Locates and attaches appropriate files to correspondence to be answered by the Executive Director/CEO.
13. Ensures privacy and maintains security of confidential materials sent to the Executive Director/CEO. 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 in both hardcopy and electronic formats, as appropriate.
14. 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.
15. 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/CEO or other appropriate person(s).
16. Receives and date-stamps all incoming mail, faxes, internal memoranda, and other publications for the Executive Office and routes to the Executive Director/CEO or appropriate executive staff.
17. Prepares and/or assists in preparing certain Requests for Quotations (RFQs), Requests for Proposals (RFPs), and Invitation for Bids (IFBs). 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 procurement records and purchase order system records.
18. 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.
19. Orders, maintains and troubleshoots all Agency shared office equipment, software and desktop & cell phones. Serves as primary contact for employees and vendors for service and equipment.
20. Assists in maintaining the Agency's website and social media websites.
21. Prepares, maintains and processes meter readings for utilities, copiers and postage meters and confers with the Accounting Department for proper billing.
22. Serves as "back-up" for certain Human Resource administrative functions.
23. Maintains files on neighborhood properties.
24. Plans, schedules and coordinates Agency staff events (i.e. meetings, dinners, picnics, workshops etc.)
25. Serves on Agency's safety team.
26. Serves as backup for entering tenant payments into the management information computer system.
27. Maintains Federal and State law posters.
28. Assists other departments as needed.
29. Makes bank deposits.

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30. 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

An Associate's degree in Public Administration, Business Administration or a closely related field from an accredited college or university and three (3) years of responsible Executive Assistant experience or five (5) years of progressively 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. General knowledge of appropriate Agency policies, procedures, and practices pertaining position requirements.
2. Thorough knowledge of generally accepted business principles, practices, and techniques.
3. Thorough knowledge of general office procedures, and practices, including Business English and math.
4. Considerable skills in operating computer equipment, applicable software packages, and general office machines.
5. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.
6. Skilled in communicating with persons from diverse backgrounds to explain project goals, facilitate citizen participation, provide information and resolve grievance.
7. Ability to enter data with speed and accuracy.
8. Ability to make mathematical calculations quickly and accurately.
9. Ability to independently compose correspondence and memoranda, and to prepare and maintain accurate and complete records.
10. Must be able to exercise good judgment and be flexible, creative, sensitive in response to changing situations and needs, and to maintain confidentiality of sensitive client information.
11. Ability to communicate clearly, concisely, orally, and in writing.
12. Ability to establish and maintain effective working relationships with co-workers, contractors and persons outside the Agency.
13. Ability to deal effectively with situations that require tact and diplomacy, yet firmness.

## Supervision Controls

The Executive Assistant receives instructions from the Executive Director/CEO. 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/CEO 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.

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## 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/CEO 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 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.
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. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

## Other Requirements

1. Must possess a State of Virginia or Tennessee driver's license and regularly participate in continuous improvement and education. Must maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Bristol Redevelopment and 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/CEO.

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Employment with the Bristol Redevelopment and 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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EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
MANAGER SIGNATURE

\_\_\_\_\_  
DATE