



HOUSING AUTHORITY

OF THE CITY OF KEY WEST, FLORIDA

1400 Kennedy Drive - Key West, FL 33040 • Phone: 305-296-5621 • TTY/Florida Relay Service (FRS): 800-955-8771

JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE ASSISTANT TO EXECUTIVE DIRECTOR

TYPE: NON-EXEMPT

DEPARTMENT: TBD

SUPERVISOR: TBD

JOB SUMMARY:

This is a highly responsible position providing Administrative Support services to the Executive Director. The position requires the exercise of good judgment, and sensitivity to tenant and public relation issues. Position incumbents have regular project management functions, requiring interaction with tenants, other Housing Authority staff, and staff of other public agencies and assists or provides coverage for other staff.

The following responsibilities are normal for this position. The omission of specific statements of the responsibilities does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

JOB RESPONSIBILITIES:

Performs tasks related to, but not limited to, matters specified below, for the Key West Housing Authority (KWHA) and the Monroe County Housing Authority (MCHA).

- Assist the Executive Director as needed.
- Assist the Director of Administration & Procurement as needed.
- Assist Executive Assistant to Executive Director as needed.
- Assist other departments with projects as assigned by Executive Director.
- Update the Housing Authority website as needed.
- Responsible for the preparation of the Board of Commissioners Meetings, which duties include: notification to all parties of public meetings, preparation of agenda and board packages and submittal to the Commissioners for review in a timely fashion, compilation of agenda items from all departments and checking for accuracy.
- Maintain HUD correspondence including follow-ups on reports required and responses due.
- Implement & maintain accurate log of all files reviewed by Executive Director.
- Proofread documents created by other staff before they reach the Executive Director's desk (staff reports, letters, memos, etc.)
- Maintain an accurate calendar for the Executive Director, confirming all appointments and scheduling department meetings.



EQUAL HOUSING
OPPORTUNITY

- Serve as the Executive Director's Assistant by receiving callers, giving information, answering and making telephone calls, screening telephone calls and visitors and inquiries from the general public as to housing information.
- Create virtual meeting links and set up meeting room for staff prior to meetings.
- Order office supplies.
- Create requisitions for departmental purchases.
- Perform all other duties, as assigned by the Executive Director.

REQUIRED EDUCATION AND EXPERIENCE:

- Completion of High School diploma, or GED, is the minimum educational requirement.
- Completion of an Associate Degree in Business Administration or a related field is, or equivalent experience in an administrative support or housing management role is preferred but not required.
- Experience in general office procedures, public service agencies, or related areas is preferred.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of general management practices, and principles; personnel practices; organizational management principles and practices.
- Knowledge of governing policies of the Housing Authority.
- Exceptional organizational skills, interpersonal skills, oral and written communications skills, and supervisory skills.
- Ability to establish and maintain cooperative and supportive relationships with tenants and community groups.
- Ability to work without supervision, and to take personal responsibility for meeting Housing Authority program goals.
- Computer experience in the operation of all office equipment. Knowledge of Microsoft Office Suite.
- Ability to write/create policies/procedures, resolutions, letters, memos, forms and other documents as may be required.
- Ability to greet and interact with the public and other employees in a courteous and helpful manner, presenting a positive image of the Housing Authority towards others.

COMPETENCIES:

- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation

skills; participates in meetings.

- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

PHYSICAL DEMANDS:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at a time.

SPECIAL REQUIREMENTS:

Must be available to travel.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. The requirements for this position are indicative of the mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans With Disabilities Act will be granted whenever possible.

Employment is subject to a probationary period of 12 months.

Signature

Date

Witness

Date