



Position Description

<i>Position Title:</i>	Administrative Assistant	<i>Department:</i>	Administrative
<i>Reports to:</i>	Executive Director	<i>Approved By:</i>	
<i>FLSA Status:</i>	Non-Exempt	<i>Approved Date:</i>	

**Summary**

The primary purpose of this position is to provide assistance to the Authority by supporting the Executive Director and Leadership Team. The incumbent is responsible for maintaining schedules, answering calls, drafting emails, letters, and spreadsheets. The Administrative Assistant provides customer service internally as well as to community partners, vendors and those FWHA serves.

All activities must support the Fort Wayne Housing Authority (“FWHA” 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.*

- Performs a variety of administrative work on behalf of the Executive Director and Leadership Team, such as maintaining calendars, generating outgoing memos and other forms of correspondence.
- Ensures assigned work is completed accurately and in a timely manner; responds to requests promptly and courteously; identifies and supports the administrative needs of the Executive Director.
- Greets visitors on behalf of the Executive Director and provides assistance, schedules appointments, or directs visitors to the appropriate staff member.
- Receives incoming calls and emails, answers general inquiries or transfers calls to the appropriate staff member, drafts correspondence and provide information to staff, clients, and visitors.
- Works with a variety of information and data that requires discretion and confidentiality.
- Manage and organize filing systems.
- Prepares travel arrangements (e.g., airline tickets, hotels, registration) and arranges for travel advances as requested.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.



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### **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.

**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.

**Commitment:** Meets appropriate standards of performance; works hard/smart to achieve goals; strives for results and success; works with a sense of urgency and follows tasks through to completion; and persists despite obstacles and opposition.

**Professional Behavior:** Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

**Responsiveness and Accountability:** Demonstrates conscientiousness; holds oneself personally responsible for one's own work; and does a fair share of work.

**Reliability & Judgment:** Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Perform work in a reliable manner that is both accurate and timely.

**Teamwork:** Balances team and individual responsibilities; can be objective and open to others' views; gives and receives appropriate feedback; contributes to building a positive team spirit; actively contributes to team success.



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### Education and/or Experience

- High School Diploma or GED equivalent and a minimum of 5 years of experience as an administrative assistant.
- An equivalent combination of education and experience may be considered.
- Associate's degree from an accredited college or university in Business Administration or a related field is a preferred requirement.
- Valid state issued driver's license is required, and the incumbent must be insurable under the Authority's plan.

### Technical Skills

- To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook).
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Demonstrable communication, active listening, and customer service skills are required.

### 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, operating computers and other office equipment, moving about in the office, and attending onsite and offsite meetings.
- The employee must be able to communicate via email and verbally 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 usually moderate.

