



Position Description and Vacancy Announcement

Position Title	Executive Business Coordinator	Department	Business Activity
Reports To	Chief Executive Officer	Employment Status	Regular, Full-Time
FLSA Status	Exempt	Salary and Grade <i>(Compease 2023)</i>	\$56,216 - \$84,323
Date Posted	February 20, 2023	Date Closed	Open until filled. Time Sensitive

Summary

The primary purpose of this position is to provide high-level, diverse, comprehensive administrative support to the Chief Executive Officer (“CEO”). The incumbent is expected to have a meticulous attention to detail, highly analytical, outstanding problem-solving skills, commitment to high performance standards, proactively seeks solutions to resolve unexpected challenges, trustworthy with an ability to preserve confidential and sensitive information, proficient in Microsoft Office Suite, proficient in multitasking while complying with time-sensitive deadlines, ability to work independently, and excellent content creation and writing skills.

The position is multifaceted which oversees aspects of public relations, product branding and marketing, compliance, Board and affiliate administration, information technology, strategic planning, spearheads special events, grant writing, create and update reports, and other high-level executive administrative functions.

All job functions must support the Auburn Housing Authority (“Authority”), its affiliates, and its managed agencies’ 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.

Public Relations and Marketing

1. Develops public relations and media relations strategies.
2. Creates, edits, and updates promotional material and publications to include but not limited to the website, newsletters, brochures, video presentations, lobby monitor, social media posts, and other marketing materials utilized by the Authority.
3. Prepares and distributes press releases.
4. Tracks media coverage and follows industry trends.
5. Reviews, analyzes, and tracks customer complaints. Develops strategies to improve customer relations.
6. Responsible for managing communications between the Authority and various media outlets, organizations, and clients.
7. Overseas and performs website Content Management System updates on a regular basis and ensures information is current and relevant to its users.
8. Conducts website content audits to eliminate redundant and/or outdated information.
9. Makes recommendations to improve the user’s website experience.
10. Collaborates with management to ensure the website aligns with brand strategy and meets the organization’s standards.



Position Description and Vacancy Announcement

11. Creates strategies to grow website subscriber base and traffic metrics.
12. Works in conjunction with the website developer to comply with the American Disability Action (ADA) requirements to ensure website content is accessible to all users.
13. Provides recommendations to optimize the Authority's presence across various social media platforms to include Facebook, Twitter, and LinkedIn.
14. Implements social media strategies to grow the Authority's followers.
15. Keep up to date with industry's website and social media best practices.
16. May act as the liaison in responding to engagement on the Authority's social media pages and post information across social media platforms.
17. Organizes Authority-sponsored events by coordinating with related departments, scheduling volunteers and staff to ensure all aspects are supported and promoting the event to achieve desired event results.
18. Attends various community meetings to strengthen community partnerships.
19. Prepares and submits public relations and marketing reports.
20. Creates innovative marketing campaigns and presents the recommendations to management.
21. Establishes and maintains relationships with new and existing clients and partners through networking and prospecting.
22. Performs other public relations and marketing duties as assigned.

Compliance

1. Responds to complaints. Maintains documentation of complaints received and resolution outcomes.
2. Ensures the Authority functions in a legal and ethical manner while meeting its goals and objectives. Reports all unethical business practices to the CEO.
3. Completes applicable HUD and program reports as required.
4. Monitors insurance policy renewals for liability, commercial, cyber, automobile, and other applicable coverage.
5. Creates an electronic database for insurance claims, expenses, proceeds, replacement, etc.
6. Develops a cohesive system for new and revised departmental policies. Oversees the share drive and ensures policies are organized, current, and accessible.
7. May review HCV terminations and tenant evictions to ensure applicable policies and procedures are applied.
8. May attend grievance and informal hearings regarding HCV terminations and tenant evictions.
9. Performs other compliance duties as assigned.

Board and Affiliate Administration

1. Spearheads the planning and logistics of meetings pertaining to the Authority's Board of Commissioners, affiliate, and managed agencies including but not limited to regular and special session meetings, events, Board terms, and travel.
2. Prepares grant applications to support the Food Pantry's operations and comply with all applicable grant requirements.
3. Ensures the Food Pantry complies with all local, state, and federal operational requirements.
4. Completes monthly reports regarding the Food Pantry's performance.
5. Acts as the primary contact for the Food Pantry
6. Completes other Board and affiliate duties as assigned.
7. Assist with overseeing the daily operations of the Food Pantry and makes staffing recommendations.



Position Description and Vacancy Announcement

8. Assists with spearheading Food Pantry events.

Information Technology Liaison

1. Serves as the internal central point of contact for various information technology (IT) functions, as needed.
2. Issues, monitors, and tracks IT devices and provides technical assistance, as needed.
3. Assists staff with Microsoft Office Suite and internal software functionality, as needed.
4. Assists with the implementation of departmental IT initiatives.
5. Completes other IT duties as assigned.

Other Executive Administrative Support

1. Assists with strategic planning monitoring and reporting to include but not limited to the following: 5-Year Strategic Plan (including annual plan and end-of-year reporting), HUD 5-Year Plan and Annual Plan, and other required HUD and program reporting.
2. Completes grants and awards applications on behalf of the Authority and/or its managed agencies and affiliates and complies with applicable grant requirements.
3. Assists with the fiscal year-end audit.
4. Conducts internal compliance functions, as needed.
5. Completes other executive administrative support functions as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit but not limited to 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 and 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.



Position Description and Vacancy Announcement

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. Maintains accurate time, attendance, and decorum in the workplace.

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.

Professionalism: Must demonstrate and convey a professional code of conduct in the areas to include but not limited to honesty, integrity, and confidentiality. Must have the ability to be relied on as honest or truthful. The Authority must be represented in a positive manner in regard to posting information on the Authority's website and across multiple social media platforms.

Confidentiality: The ability to preserve sensitive and important information or data. Confidential information (i.e. resident rental account history, employee's salary and other personnel information, Board information, etc.) is not revealed internally or externally, except approved by the CEO.

Written Communication: Ability to write documents that communicate ideas clearly, accurately, and with proper grammar. The level at which written documents support effective operations and reflect the Authority's professional image.

Job Competencies

1. Excellent communication and writing skills, including spelling, grammar, punctuation as well as composition, editing and proofing.
2. Proficiency in Microsoft Office Suite and Photoshop (or similar program).
3. Adept with website Content Management Systems.
4. Proficiency in website design and website maintenance, both on a daily level and for larger website-related projects.
5. Thorough knowledge of the inner workings of multiple social media platforms.
6. Understanding of HTML, CSS etc., as needed.
7. Expertise in design, graphics and layout related to websites.
8. Possess website writing and design skills.
9. Experience generating non-text content such as photographs for the website.
10. Strong communication skills and an up-to-date awareness of marketing techniques.
11. Ability to establish and maintain effective working relationships with the Authority, staff, vendors, consultants, and contractors.
12. Ability to interpret applicable HUD, federal, state, and local laws and regulations, as well as the Authority's policies and procedures related to the position.
13. Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
14. Skills in customer service and resident relations.
15. Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
16. Ability to establish and maintain 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.



Position Description and Vacancy Announcement

17. Ability to perform duties with a high degree of judgment, discretion, and confidentiality.

The list above is not all-inclusive.

Education and/or Experience

Bachelor's Degree in business administration, business management, public administration, or related field and a minimum of three (3) years of office administration experience. 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

The incumbent is expected to have a meticulous attention to detail, highly analytical, outstanding problem-solving skills, commitment to high performance standards, proactively seeks solutions to resolve unexpected challenges, trustworthy with an ability to preserve confidential and sensitive information, proficient in Microsoft Office Suite, proficient in multitasking while complying with time-sensitive deadlines, ability to work independently, and excellent content creation and writing skills. The list is not all inclusive.

Other Requirements

1. Must maintain a good driving record.
2. Must work with the highest degree of confidentiality and integrity.
3. Must be available for occasional overnight travel for training and professional development.
4. May be required to work an unusual work schedule.

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 equipment; moving about the office; and attending onsite and offsite meetings and events. 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.

Employee Benefits

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual and Sick Leave
- Holidays
- Career Incentive Program
- Four-Day Work Week (Monday -



Position Description and Vacancy Announcement

Thursday)

The benefits above apply to regular, full-time positions only. The benefits are not applicable to temporary, contract, and part-time employment.

Disclaimer

The Authority is an equal opportunity employer with a drug free workplace. We offer a very competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. The Authority gives preference in employment to Section 3 - eligible individuals.

Application Process

To apply, please send a resume and cover letter to stolbert@auburnhousingauth.org; the cover letter must include your salary requirements. Include the job title “Executive Business Coordinator” in the subject line of your email. If you have questions about the position, please contact the following:

Sharon Tolbert, Chief Executive Officer
stolbert@auburnhousingauth.org
(334) 821-2262, ext. 233

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]