

**Official Title:** Program Coordinator II

**Functional Title:** Executive Assistant

**Primary Location:** United States-Massachusetts-Boston-100 Cambridge Street

**Job:** Administrative Services

**Agency:** Department of Housing & Community Development

**Schedule:** Full-time

**Shift:** Day

**Job Posting:** Jun 26, 2019, 12:16:40 PM

**Number of Openings:** 1

**Salary:** \$57,245.50 - \$81,952.52 Yearly

**Bargaining Unit:** 06-NAGE - Professional Admin.

**Confidential:** Yes

**Description**

The Executive Assistant provides executive administrative support to the Undersecretary, Director of Administration and Policy, and other Undersecretary's Office staff. S/he performs highly complex detail-oriented administrative duties under minimal supervision. Assignments involve work of a highly confidential and complex nature, necessitating exposure to sensitive information and contacts, requiring considerable discretion, judgment, tact and diplomacy. The incumbent prepares, reviews and composes correspondence and reports, ensuring completeness and accuracy. S/he assists in the coordinating of events. The incumbent manages executive schedule and travel arrangements. S/he takes initiative, has a strong focus on total customer satisfaction and works with integrity, speed, accuracy and reliability.

**DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):**

1. Responsible for various high-level administrative projects, performed with minimal supervision.
2. Complete specially assigned tasks and projects while exercising a high degree of confidentiality and discretion.
3. In the absence of the Manager(s), ensure that requests for action or information are relayed to the appropriate staff member. As needed, interpret request and help implement action making sure information is supplied in a timely manner.
4. Anticipate and prepare materials needed for conferences, correspondence, appointments, telephone calls, etc. and inform manager(s) on matters to be considered in a timely manner.
5. Prioritize and coordinate multiple projects simultaneously. Attendance as scheduled is an essential function of this position.
6. Develop and implement standards for tracking and monitoring internal and external correspondence including but not limited to correspondence of a confidential and sensitive nature.
7. Arrange, schedule, and manage travel arrangements, off-site meetings, and conference calls.
8. Hold Undersecretary's Office credit card and parking pass and maintain systems for tracking usage and reports same to Office of Administration and Finance (OAF) monthly.
9. Ensure coordination of all meetings, conferences and appearances for the Undersecretary in a timely, professional manner.
10. Confer with management staff regarding project information needed for the Undersecretary in a timely, professional manner.

11. Confer with management staff acting as the liaison between DHCD Divisions and the Undersecretary's office.
12. Serve as point of contact between the public, state and federal agencies and the Undersecretary.
13. Handle high priority calls from Governor's Office, Secretariat Offices, US Congressmen, State Senators and State Representatives, ensuring they are handled promptly.
14. Refer issues from constituent calls within DHCD and other quasi or state agencies to appropriate staff.
15. Maintain constant contact with the Undersecretary & direct supervisor/manager updating potential scheduling conflicts, deadlines, urgent meetings and/or telephone calls.
16. As invitations are directed to the Undersecretary, track them through the accept/deny process, and communicate the decision to the event organizer.
17. Plan accordingly when the Undersecretary attends an event informing the Undersecretary of the location, speakers, attendees and if press is attending.
18. Maintain all confidential, sensitive and general records with the highest discretion, and secure the files.
19. Comply with State & DHCD Agency policies, email accounts, & mandatory trainings.
20. Provide front desk coverage, as needed.
21. All other duties as assigned.

**PREFERRED QUALIFICATIONS:**

1. Ability to work with poise in a fast-paced, highly professional environment.
2. Comfortable working with high level officials.
3. Curious to learn new topics and ability to learn new topics quickly.
4. Attention to detail and accuracy.
5. Superior customer service, organizational skills and attention to detail.
6. Ability to manage multiple projects simultaneously, meet tight deadlines and prioritize work.
7. Excellent written and verbal communications skills, including ability to communicate in a precise, understandable manner and ability to communicate concisely, clearly and provide information in a logical sequence.
8. Ability to work autonomously once a process is learned.
9. Critical thinker and problem solver.
10. Ability to work independently with minimal supervision.
11. Experience in handling confidential and strategic information; ability to exercise discretion in handling such information; and knowledge of how to handle information protected under HIPAA; ability to exercise sound judgment.
12. Ability to establish rapport and maintain harmonious working relationships with others.
13. Team player and self-motivated to meet challenges.
14. Ability to work in a visible public environment with multiple entities and priorities.
15. Ability to interact with the public in an appropriate manner.
16. Highly proficient using Microsoft Office including Word, Outlook, Excel, PowerPoint and Access and the ability to quickly learn new computer skills.

**MISSION STATEMENT**

The Department of Housing and Community Development (DHCD) is within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent, affordable housing opportunities, economic vitality of communities and sound municipal management.

**COMMENTS**

**Please upload resume and cover letter.**

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

### **QUALIFICATIONS**

**First consideration will be given to those applicants that apply within the first 14 days.**

**MINIMUM ENTRANCE REQUIREMENTS:** Applicants must have at least (A) three years of full time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the-required experience.\*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for the required experience.\*

III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Nancy DePaul - 617-573-1100**

### **HOW TO APPLY**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=1900057Z>