

ADMINISTRATIVE ASSISTANT AND OFFICE COORDINATOR

APPLICATION DEADLINE IS THURSDAY, FEBRUARY 20, 2025 AT 11:59PM

Division: Executive
Reports to: Chief Financial Officer
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: K
Monthly Salary Range Minimum: \$4,017
FLSA Classification: Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides administrative support to the Chief Financial Officer (CFO) as well as various other agency duties such as, but not limited to, payment card coordination, agency motor vehicle upkeep, answering a multi-line phone, and agency mail coordination.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Provides administrative support to the Chief Financial Officer (CFO).
- Serves as THDA Payment Card Coordinator, ensuring that payment card use throughout THDA complies with policies and procedures established by Tennessee's Department of Finance and Administration (F&A).
- Answers multi-line telephone system determines caller's needs and routes to the appropriate person and promptly retrieves and forwards messages from the answering machine and the toll-free line.
- Processes mail including overnight special delivery mail, metered mail machine and courier requests.
- Full knowledge of Avaya interpretation and translation service.
- Forwards facsimile e-mails to appropriate recipients in a timely manner.
- Stays knowledgeable of all Agency programs to direct inquiries accurately.
- Performs all agency wide duties associated with MVM.
- Performs all duties surrounding agency employee parking.
- Performs in office support such as visitor retrieval, courier requests.
- Orders and distributes agency breakroom and copier supplies.
- Maintains and updates resource information to use when responding to caller or visitor inquiries.
- Assists with Agency Grant Purchase Orders when necessary.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED plus post high school coursework or relevant certifications.
- Four years related experience as an administrative assistant or equivalent.
- Minimum of two years of successful receptionist experience and/or call center experience preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.
- Excellent telephone etiquette.
- Strong interpersonal skills; excellent customer service skills.
- Strong verbal and written communication skills.
- Ability to accurately enter information into electronic systems.
- Builds and maintains positive relationships with internal and external constituents.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Maintains high level of confidentiality.
- Ability to coordinate multiple activities effectively.
- Manages time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- Skilled in operating basic office equipment.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Ability to hear and speak on a telephone.
- Ability to use a telephone headset for extended periods of time.
- Current, valid driver's license from domicile state and the ability to drive.
- Occasional in-state and out-of-state travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

BENEFITS: THDA offers an excellent benefits package: medical, dental, vision, and life insurance options; disability insurance; retirement plans; flexible benefit pre-tax accounts for medical, dependent care, transportation, and parking; annual leave and sick leave that begin accruing after the first month of employment; and 12 paid holidays per year. We also offer work-life balance opportunities through alternative work schedules, flexible schedules, and telecommuting.

To apply, visit our website at www.thda.org/careers. Note that only on-line applications for positions through this website will be considered.