



Hopi Tribal Housing Authority

Lead Administrative Support Specialist

Under the direct supervision of the Chief Executive Officer, the Lead Administrative Support Specialist oversees the daily operations of the front desk and serves as the lead resource for administrative staff. This role ensures smooth office operations, manages complex administrative tasks, and provides guidance and mentorship to junior administrative personnel. The Lead Specialist handles escalated inquiries, maintains high standards of confidentiality, and supports organizational efficiency through process improvement and coordination.

Job Title	<i>Lead Administrative Support Specialist</i>	Reports to	<i>Chief Executive Officer</i>
Department	<i>Administration</i>	Classification	<i>Exempt</i>
Class Code	<i>0318</i>	GS Scale	<i>5</i>

ESSENTIAL DUTIES

- Oversee front desk operations, including managing multi-line phone systems, greeting visitors, and directing inquiries to the appropriate staff.
- Provide leadership, guidance, and mentorship to administrative staff, promoting professional development and best practices.
- Respond to complex client and staff inquiries, providing effective solutions and ensuring a high standard of customer service.
- Manage the coordination and routing of incoming calls, messages, and mail; maintain records, logs, and calendars accurately.
- Supervise clerical tasks such as filing, document processing, photocopying, data entry, and compilation of reports.
- Monitor office equipment functionality, including phones, fax machines, and copiers; coordinate routine maintenance and report issues as needed.
- Utilize software applications to create complex documents, charts, and presentations based on varied input sources.
- Support business operations by monitoring office inventory and coordinating procurement of supplies and materials.
- Draft and prepare routine and specialized correspondence as requested.

- Ensure all office operations comply with organizational policies, confidentiality requirements, and professional standards.
- Identify opportunities for workflow improvements, implement solutions, and provide training to staff on updated processes.
- Perform other duties as assigned to support the efficient operation of the office.

REQUIRED QUALIFICATIONS

1. High School Diploma or GED required.
2. Associate's or Bachelor's degree preferred.
3. Minimum of three (3) years of administrative experience.
4. Must be able to type at least forty-five (45) wpm and demonstrate proficiency in interpersonal communications.

REQUIRED EXPERTISE

- Advanced proficiency in Microsoft Office Suite (Word, Excel, Access, PowerPoint) and standard office equipment.
- Skilled in operating business computers, multi-line phone systems, and modern office technology.
- Knowledgeable of traditional tribal governance, customs, and cultural practices.
- Understanding of organizational structure and functions of the Hopi Tribe.
- Strong verbal and written communication skills; proficiency in the Hopi language preferred.
- Ability to establish and maintain professional relationships with diverse individuals and staff at all levels.
- Demonstrated leadership, mentoring, and team collaboration skills.
- Strong problem-solving and decision-making abilities; able to exercise independent judgment.
- Excellent organizational, multitasking, and time management skills, with the ability to meet deadlines.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Professional demeanor in greeting the public and managing high-stress situations.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>Chief Executive Officer, Hopi Tribal Housing Authority</i>
Date Approved	December 1, 2025