

ADMINISTRATIVE COORDINATOR TO CHIEF INFORMATION OFFICER

APPLICATION DEADLINE IS WEDNESDAY, NOVEMBER 12, 2025 AT 11:59PM

Division: Information Technology
Reports to: Chief Information Officer
Location: Nashville, TN
Full-time/Part-time: Full time
Salary Grade: M
Salary Range Minimum: \$5,100
FLSA Classification: Exempt (03)

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 assistance and administrative support to the Chief Information Officer, Director of Information Security and Network Operations, and the Assistant Director of Software Analysis and Development. Acts as the primary Records Management liaison with the State of Tennessee; coordinating all records destruction activities for the agency.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Coordinates and maintains scheduling and communication for the Chief Information Officer, Director of Information Security and Network Operations and Assistant Director of Software Analysis and Development, including maintaining calendars, e-mail groups, contacts, etc.
- Coordinates meeting scheduling, meeting agendas, and other meeting details; prepares minutes of meetings as requested.
- Attend IT monthly management and other meetings as assigned, take notes, and distribute follow-up information and action items to attendees on behalf of the division leadership.
- Prepares and submits travel documentation necessary for travel authorization and travel claims, following THDA Travel Guidelines, for all IT management staff as needed.
- Coordinates travel arrangements, including flight reservations, hotels, directions, etc., for all IT management staff.
- Maintains department related guides, policies, and procedural manuals with current updates and revisions; distributes these items as requested.
- May conduct research and information gathering for special projects or requests on behalf of division leadership and prepare summaries and/or reports.
- Prioritizes and manages multiple projects simultaneously, and follows through on issues in a timely manner.
- Leads the IT documentation process for lender applications and annual recertifications for existing lenders in conjunction with appropriate Single Family staff; prepares memos for sign off by the Chief Information Officer.
- Manages and maintains the quarterly IT project spreadsheet for distribution to the Executive Team.
- May act as the designated Records Officer on behalf of the Chief Information Officer, including coordination of all communication with the State and VRC for THDA's permanent records; coordinates regularly with legal to maintain and update all RDA's and ensure records are marked for destruction as soon as legally advised.
- Maintains appropriate inventory of all boxed records on site, schedules them for destruction when allowed per agency policy.
- Creates and manages all office supply orders for division; receives and distributes all orders to appropriate division staff.
- Receives incoming mail and express packages; assures distribution to the proper staff member.

- Maintains division payment card; reconciles payment card transactions and statements.
- Coordinates all division procurement functions, working closely with the Director of Information Security and Network Operations to maintain annual license renewals and appropriate documentation and vendor contacts.
- Creates and manages all Purchase Orders from creation to payment under the specific direction of the Director of Information Security and Network Operations or Chief Information Officer; maintains annual budgetary spreadsheet for use during annual budget meetings with CFO/Accounting.
- Performs other general administrative activities as assigned.

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.
- Three years of successful, full-time employment in a business office environment, preferably in support of a Director or C-Suite executive.
- Microsoft Certifications for business applications; Word, Excel, Access and PowerPoint preferred.
- Strong experience with all facets of purchasing and procurement 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:

- Working knowledge of standard office procedures and standard office equipment.
- Some knowledge of information technology concepts and terminology.
- Thorough knowledge of business English.
- Aptitude for working with numbers.
- Maintains credibility through sincerity, honesty, and discretion.
- Maintains a high level of confidentiality.
- Strong interpersonal skills; excellent customer service skills.
- Excellent verbal and written communication skills.
- Excellent telephone skills.
- Builds and maintains positive relationships with internal and external constituents.
- Ability to exercise good judgment, courtesy, and tact in dealing with the public, and in giving and obtaining information.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- Ability to work independently and with little supervision.
- Exhibits team player abilities on a regular basis.
- 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.

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.

- 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

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION.

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS.