



## Executive Administrative Assistant President's Office

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*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

### **SUMMARY DESCRIPTION**

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Under general direction, performs a variety of highly responsible, complex, and sensitive administrative and secretarial duties in support of the campus president; processes administrative details not requiring the immediate attention of the president including the coordination of functions, communication of policy, researching information, the preparation of reports, and other administrative tasks.

The executive administrative assistant classification provides responsible administrative support to the campus president. The duties of the executive administrative assistant involve a wide variety of diverse, complex, and sensitive/confidential administrative and secretarial tasks, requiring a substantial amount of tact, judgment, and initiative. The incumbent is required to be self-directed and to relieve the president of various administrative duties and may provide work direction and guidance to clerical personnel assigned to the area.

### **CLASS CHARACTERISTICS**

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This is the highest level administrative support class assigned to the President's Office. Incumbents perform a variety of administrative and office coordination support work for the president. The work requires interpretation and application of complex policies, procedures, and regulations, extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of district activities and the ability to conduct independent projects, as well as, perform various research and budgetary support functions. This class is distinguished from other office administrative classes in that the nature, scope, confidentiality, and diversity of responsibilities originating at a District-wide level require a broader understanding of district functions and the capability of relieving the president of day-to-day administrative and coordinative duties.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification.*

1. Provides administrative support to the president by performing duties of an advanced, complex, sensitive, and confidential nature; represents the President's Office at meetings as assigned; acts as a liaison between the president and other staff and the public, coordinating resolutions and following up with staff when appropriate.
2. Serves as executive administrative assistant to the president; participates and assists in the administration of the President's Office relieving the president of a variety of technical and administrative duties; serves as the liaison between the president and the public, students, staff, and other campus/district officials; promotes and maintains positive staff, student, and community relations; exercises judgment, diplomacy, and discretion in handling matters of a difficult and sensitive nature.
3. Assists the president in meeting reporting requirements, functional responsibilities, and research objectives; assists in organizing programs, functions, and activities promoted by the District, College, or program area.
4. Serves as a liaison with district administrative personnel, offices and employees, public and private organizations, community groups, media representatives, and other entities; provides information and assistance to staff, faculty, students and the general public regarding President's Office projects, programs,



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and services receives and responds to complaints, questions, and issues relating to assigned areas of responsibilities; identifies, negotiates, and/or resolves solutions to complaints and problems when appropriate.

5. Plans and organizes office support functions for the President's Office; coordinates, oversees, and evaluates the flow of office work and assures that work is performed in a timely and accurate manner; recommends improvements in work flow, procedures, and use of equipment and forms; reviews, updates, and informs the appropriate senior level executive and others of essential timelines; discusses and reviews calendar of events on a regular basis with the president to assure timely coordination of office activities and status of assigned projects; develops schedules related to assigned activities and services.
6. Assists the president in developing procedures to expedite transmittal of information or facilitate implementation of policies and programs; develops standardized computer formats for division reports and publications; establishes new and revised office procedures as appropriate.
7. Maintain special confidential correspondence and administrative files. Has access to confidential documents, subpoenas received in person or by mail compilation of bargaining unit agreements and contracts, Skelly hearings, privy to confidential information that is discussed between the College President and other senior level executives at the Chancellor's Executive Cabinet
8. Utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinates and arranges meetings; coordinates activities with senior staff, staff, students, managers, college leadership groups and community representatives; makes travel arrangements for assigned staff; processes conference reimbursement and other requests.
9. Collects, researches, compiles, analyzes, verifies, summarizes, records, and evaluates information; prepares and distributes narrative, statistical, and financial data, recommendations, and alternatives as requested; completes reports; verifies and reviews forms and reports for completeness and conformance with established regulations and procedures.
10. Coordinates and oversees specialized functions or projects independently as assigned; coordinates a variety of special events and District-wide or Campus-wide activities for the president; assures that work is performed in a timely and accurate manner; uses independent judgment to develop and provide recommendations, suggestions, or information as appropriate.
11. Participates in the orientation and training of new classified and academic employees when assigned; assigns, schedules, trains, and provides work direction to lower-level office staff and student workers as assigned; prioritizes work assignments; reviews and validates completed work for accuracy.
12. Serves as receptionist for the President's Office; screens office and telephone callers; responds to sensitive questions, complaints, and requests for information from administrative, management, academic, and/or classified staff and the general public; communicates information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary.
13. Serves as liaison between the president and the administrative and management staff, academic and classified staff, students, representatives of community and agencies, and the general public by relaying messages, answering questions, clarifying information, responding to requests, resolving problems, explaining district, college, department, or program area policies and procedures, or referring callers to the president or others as necessary.
14. Assists the president in the preparation and administration of program budget(s); assists in preparing cost estimates for budget recommendations; assists in submitting justifications for budget items; allocates funds



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to proper budget codes; monitors and tracks expenditures in a timely manner; provides regular budget reports to the chief executive for control of expenditures; assists in resolving budget issues and problems; interacts with others regarding deposits; processes budget/expense transfers; recommends budget revisions.

15. Recommends expenditures for office equipment, materials, and supplies; initiates contact with vendors for various products and services and assures their timely ordering, receipt, and storage; assures proper functioning of office equipment; posts, monitors, and tracks invoices and other expenditures.
16. Responsible to compile and coordinate the submission of Human Resources board agenda items to District Support Services and Business board agenda items to the Chancellor's Office and supporting documentation from all divisions/departments within the college campus are received timely, reviewed for accuracy and that they follow the requested formats; compile information and requests for information and forward with District timelines and guidelines. Review printed board books to assure information is accurate and reconcile any requests for clarification or questions are responded to immediately and notification of action taken as requested by District staff. Responsible to disseminate campus due dates of board items annually.
17. Provides staff support to standing and ad hoc committees and other groups as assigned; attends meetings and takes notes or records proceedings; prepares and distributes agendas, background materials, and minutes as appropriate.
18. Prepares a variety of sensitive/confidential correspondence, memoranda, reports, proposals, and other materials; composes and edits correspondence; records and prepares minutes from a variety of meetings; distributes materials as appropriate.
19. Composes correspondence independently; prepares preliminary responses to letters, general correspondence, and personal inquiries of a sensitive nature, including faculty, students, and staff grievances and complaints, for the president's approval.
20. Establishes and maintains a variety of complex, interrelated filing systems including confidential files; establishes and maintains files for information, records, and reports including those related to budget and cost records; maintains manuals and updated resource materials.
21. Receives and distributes mail and identifies and refers matters to the president in order of priority.
22. Utilizes various computer applications and software packages; enters, updates, corrects, and extracts information; maintains and generates reports from a database or network system.
23. Performs related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

- District organization, operations, policies, and objectives.
- Operational characteristics, services, and activities of the functions, programs, and operations of the appropriate President's Office.
- Work organization and office management principles and practices.
- Pertinent state, federal, and program policies, rules, and regulations including applicable sections of the State Education Code.



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- Instructional process and college environment.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Processes, procedures, and practices of budget preparation and administration.
- Principles, practices, and procedures of business letter writing.
- Principles, practices, and procedures of fiscal, statistical, and administrative research and report preparation.
- Principles and procedures used in complex, inter-related record keeping.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Interpersonal skills using tact, patience, and courtesy.
- Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills.

### Ability to:

- Perform difficult and complex administrative and secretarial work to effectively relieve the appropriate senior level executive of administrative detail.
- Manage multiple priorities and tasks to meet changing schedules and deadlines. Plan, organize and delegate work to meet schedules and deadlines.
- Work confidentially with discretion.
- Research, compile, assemble, analyze, and interpret data from diverse resources.
- Record and prepare minutes for a variety of meetings.
- Perform specialized, technical, and administrative support duties involving the use of a high level of independent judgment and personal initiative.
- Understand the organization and operation of the President's Office as necessary to assume assigned responsibilities.
- Understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures independently, apply them with good judgment, and use judgment and discretion to act when precedents do not exist.
- Effectively handle and resolve difficult and sensitive situations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized and timely manner.
- Type at a rate of speed necessary for successful job performance.
- Take and transcribe dictation at a rate of speed necessary for successful job performance.
- Use sound judgment in recognizing scope of authority.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
- Use correct English grammar, spelling, punctuation, and vocabulary.
- Understand and follow oral and written directions.



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- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work independently with very little or no direction.
- Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### Education and Experience Guidelines

#### Education/Training:

An Associate's degree in business, secretarial science, office management, or a related field. Thirty (30) college units in business, office management, or related field and eight (8) years of increasingly responsible administrative experience may be used in lieu of the associate degree.

#### Experience:

Six (6) years of increasingly responsible administrative experience involving a high level of public contact, use of computer and office applications, and providing administrative support to executive and management staff, preferably in an administrative office in an educational environment.

### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

*The conditions herein 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 job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.