EXECUTIVE ASSISTANT TO THE PRESIDENT AND BOARD OF TRUSTEES

DEFINITION

Under general direction, oversees and manages a variety of complex and responsible administrative support for the President and Board of Trustees; performs a wide variety of advanced and highly sensitive administrative coordination duties of substantial complexity requiring thorough knowledge of the President’s Office, Board of Trustees, and District policies, procedures, and operational details; composes and prepares highly complex correspondence, reports, databases, and other written materials and documents using a high level of judgment and discretion in content and style; administers highly complex budgets, research projects, and/or office activities; prepares complex agenda packets for the Board of Trustees and other boards, councils, commissions, and committees, and prepares meeting minutes; serves as the office manager of the President’s Office and provides complex office coordination and support, including providing direction to other administrative staff; fosters cooperative working relationships among and acts as first point of contact for the President’s Office, other District divisions, departments, intergovernmental and regulatory agencies, and various public and private groups, media representatives, and the general public; provides highly responsible and complex assistance to the President; and performs related work as required. Employees in this classification are designated as "confidential employees" as this term is used within the Educational Employment Relations Act (EERA), 3540.1(c). As such, employees in this classification assist management personnel with developing collective bargaining proposals and/or have regular access to information which contributes to the development of management's collective bargaining positions and/or labor relations strategies.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the President. Exercises technical and functional direction over and provides training to student workers or hourly workers and less experienced administrative support staff, as assigned.

CLASS CHARACTERISTICS

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, Board of Trustees, and associated staff. 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, and diversity of responsibilities originating at a District-wide level require a broader understanding of District functions and the capability of relieving the President and Board of Trustees of day-to-day administrative and coordinative duties.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Serves as secretary to the Board of Trustees; attends meetings and records all official proceedings; prepares public notifications, agendas, minutes, and other documents; ensures the proper publication, filing, indexing, and safekeeping of all proceedings of the Board of Trustees.
- 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.
- Coordinates and maintains the President’s calendar and schedules meetings and appointments for the President, Board members, and staff; makes travel arrangements as required.
- Prepares agendas, attends management staff, President’s Advisory Council, and Citizens Oversight Committee, and other council, board, committee, and commission meetings, takes minutes, and performs related support duties.
- Oversees and ensures that the office administrative functions and operations of the President’s Office are effectively carried out.
- Coordinates and participates in the preparation of complex department budgets, including gathering and analyzing data related to expenditures and projected charges; monitors budget expenditures and revenues; initiates department purchases for office supplies and other items as assigned; authorizes payment of invoices.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, statistical and narrative reports, newsletter articles, press releases, Board of Trustees agenda items, District Policy and Administrative Procedures revisions, promotional/informational materials, website information, and internal and external correspondence for the President’s Office from rough draft, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; uses considerable independent judgment in preparing correspondence and reports pertaining to standard policies.
- 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, and services; receives and responds to complaints, questions, and issues relating to assigned areas of responsibility; identifies, negotiates, and/or resolves solutions to complaints and problems when appropriate.
- Conducts a variety of basic analytical studies, research, and statistical analyses on administrative and operational problems or issues regarding President’s Office activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Processes and prepares a variety of documents, materials, and records according to established procedures and practices.
- Maintains accurate records, complex databases, and files; develops storage of records and retention schedules.
- Assists with and coordinates and organizes President’s Office participation in special events; provides public relations and outreach to the community.
- Receives and screens visitors, telephone calls, emails, and regular mail; provides information and resolves issues for District staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Participates in selecting, training, motivating, and evaluating assigned staff; provides staff training; directs the work activities of assigned clerical personnel; prioritizes and coordinates work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms.
- Develops, implements, and maintains office policies and procedures, reports, manuals, correspondence, and other materials.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.
QUALIFICATIONS

Knowledge of:

- Practices and methods of office management and administration, including the use of standard office equipment and computer applications related to the work.
- Organization and function of public agencies, including the role of the Board of Trustees and appointed boards and commissions.
- Project and/or program management, analytical processes, and report preparation techniques; administrative and higher education-related programs such as, but not limited to, budgeting and other related governmental programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Basic principles and practices of employee supervision, including work planning, assignment, review, and the training of staff in work procedures.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of educational and administrative programs, services, and administration.
- Applicable federal, state, local codes, regulations, and departmental policies, technical processes and procedures, legislative processes.
- Public relations techniques.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, various businesses, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

- Plan, organize, administer, coordinate, review, evaluate, and personally participate in office management functions and administrative duties and responsibilities.
- Maintain confidentiality and discretion in handling and processing confidential information and data related to the President’s Office and Board of Trustees.
- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned functional areas.
- Perform varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Plan and conduct effective administrative and operational studies.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Interpret, apply, and explain complex federal, state, local laws, codes, regulations, departmental policies, and procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Plan, schedule, assign, and oversee activities of assigned personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper work procedures.
- Understand the organization and operation of the President’s Office, the District, and of outside agencies as necessary to assume assigned responsibilities.
Prepare clear and effective statistical, narrative, informational, and educational reports, correspondence, policies, procedures, and other written material.

Make accurate arithmetic, financial, and statistical computations.

Assist in preparing and administering complex budgets.

Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.

Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.

Organize, maintain, and update office database and records systems.

Enter and retrieve data from a computer with sufficient speed and accuracy.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Understand scope of authority in making independent decisions.

Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate’s degree from a regionally accredited college or university with major coursework in business or public administration, public policy, or a related field, and five (5) years of varied administrative support experience involving public contact; or two (2) years of experience equivalent to Administrative Assistant at the District. Additional years of experience can be substituted for the required education on a year-for-year basis.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students,
and/or public and private representatives in interpreting and enforcing departmental policies and procedures.